



# Washington State Patrol

2003

Citizen Survey

Presentation of Results

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# Washington State University

## Division of Governmental Studies and Services

Prepared By:

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Michael J. Gaffney, J.D.

Jennifer Albright, MA

# Survey Methodology

- Tested Instrument
  - National, State and Local Applications
- Random Sample(s)
  - Validated Sources
- Three-Wave (Dillman) Mail Process
- Representative Respondents
  - Confirmed Post-administration

# Elements of Systematic Citizen Assessment: 2003

- Series of Surveys:
  - 1992, 1993, 1994-5, 1995-6, 1998, 1999-00, 2003
- Standardized Questions:
  - Evaluation of Current Perceptions of the Agency
  - Trend Analysis of Citizen Perceptions Over Time
- New Section Annually:
  - Customer/Contacts Analysis (2000)
  - Geographic Analysis
  - Minority Citizen Attitudes on Racial Profiling

# Sampling Plan and Response

<b>Sample Type</b>	<b>Sample</b>	<b>Responses</b>	<b>Rate*</b>
<b>Statewide Random</b>	3,000	1019	35.6%
<b>Statewide Citations</b>	1,000	232	24.2%
<b>Statewide Verbal Warnings</b>	550	156	29.9%
<b>Statewide Written Warnings</b>	1,000	292	30.6%
<b>Statewide “SIPA” Assists</b>	1,000	237	25.4%
<b>Statewide Minority Driver</b>	2,000	371	20.4%
<b>APA-Specific Driver</b>	2,000	528	27.5%
<b>TOTAL</b>	<b>10,550</b>	<b>2838</b>	<b>26.9%</b>

\*Calculated after excluding bad addresses

# Trends in Response Rates

■ 1992	53%
■ 1993	56%
■ 1994/5	42%
■ 1995/6	56%
■ 1998	44%
■ 1999/0	35% (38% Gen'l., 30% Contact)
■ 2003	27% (36% Gen'l., 23% Contact)



# Section One

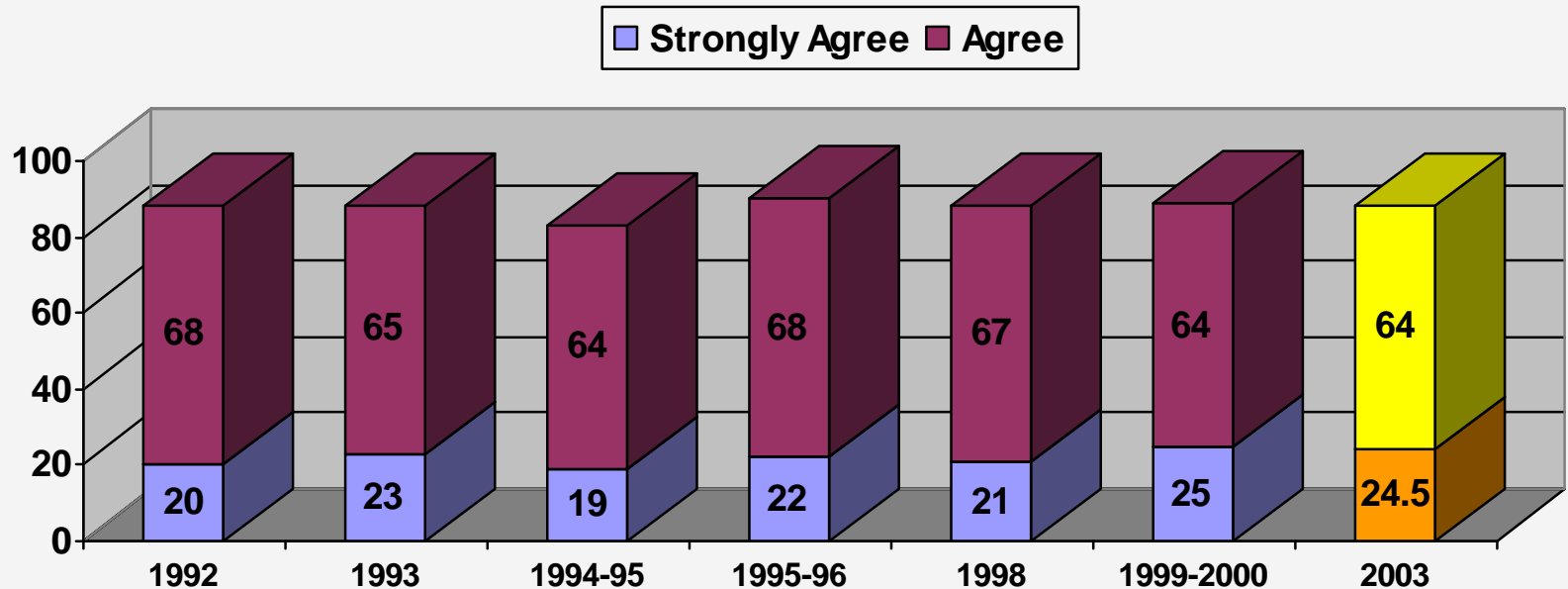
## Trend Analysis

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# Trend Analysis: WSP Mission Performance

Question: "Overall, the Washington State Patrol does a good job of performing its mission."

\_\_\_ *Strongly Agree*   \_\_\_ *Agree*   \_\_\_ *Undecided*   \_\_\_ *Disagree*   \_\_\_ *Strongly Disagree*

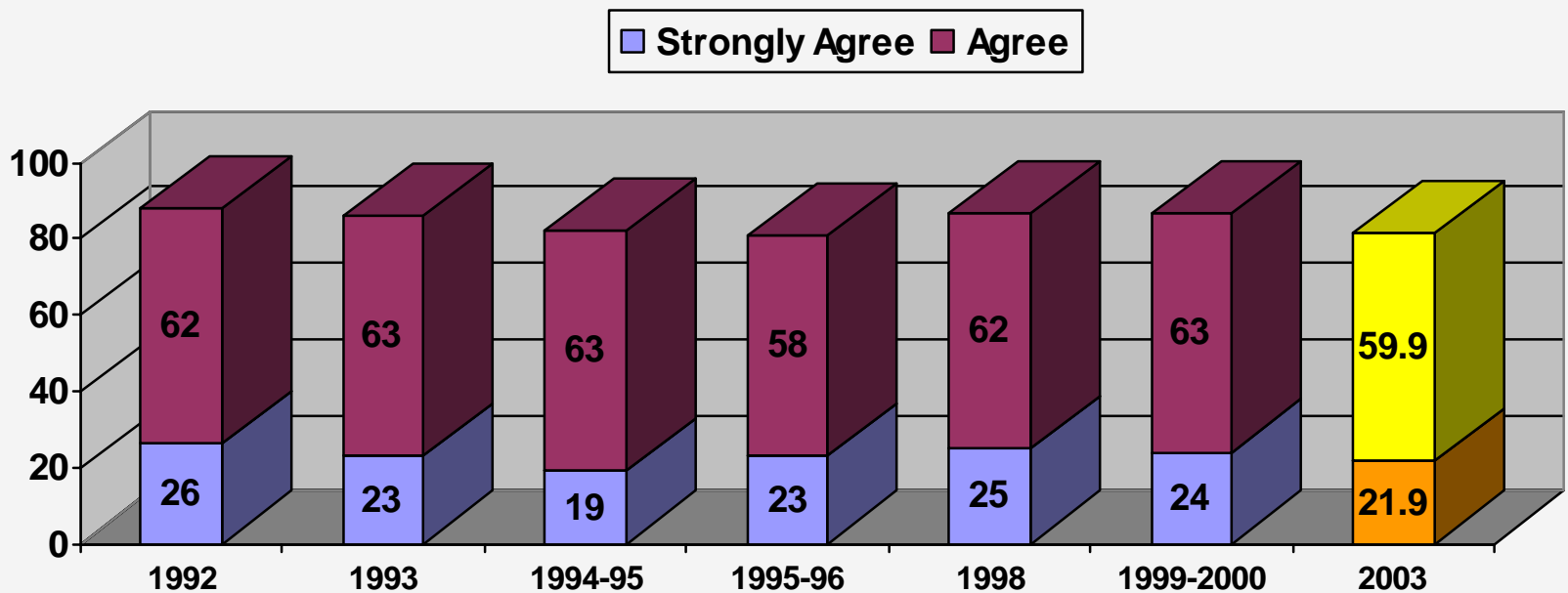


Note: Sample sizes range from 800 to 3000. Margin of error for 2003 statewide sample survey is +/- 4%



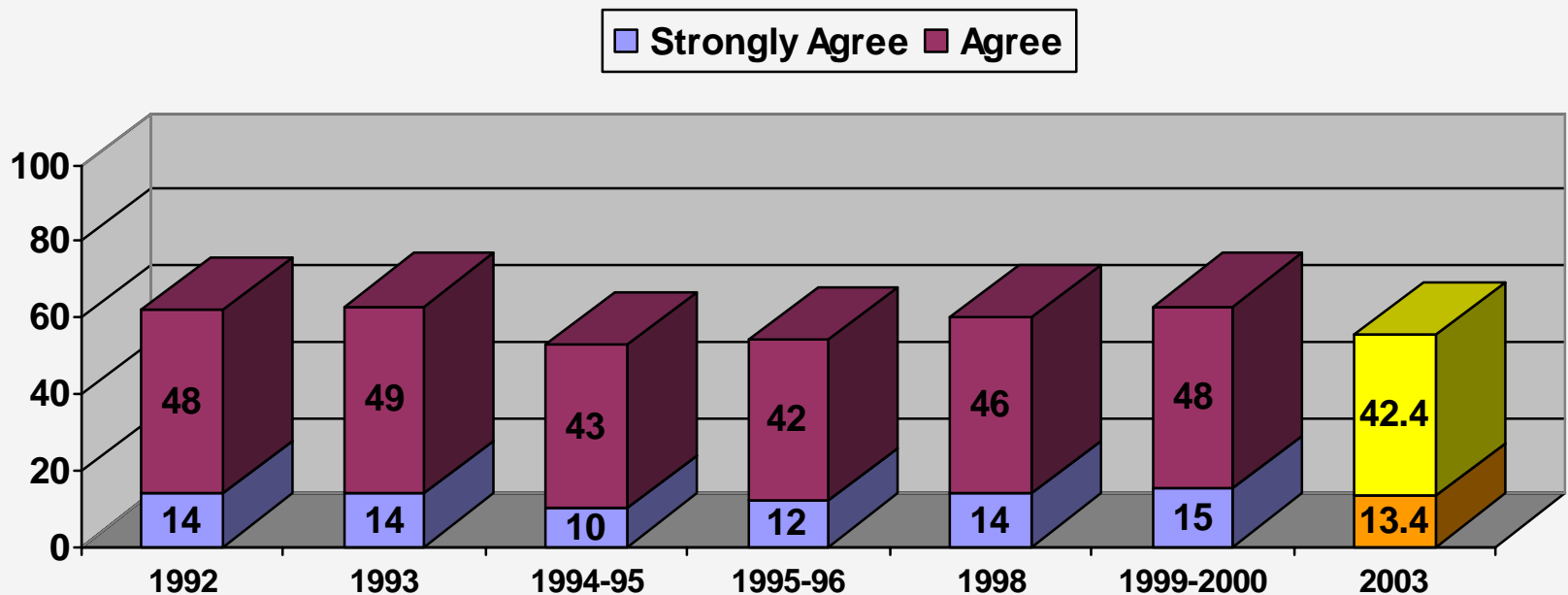
# Trend Analysis: WSP Officer Courtesy

Question: "In general, Washington State Patrol Troopers treat citizens courteously."



# Trend Analysis: WSP Ethnic Neutrality

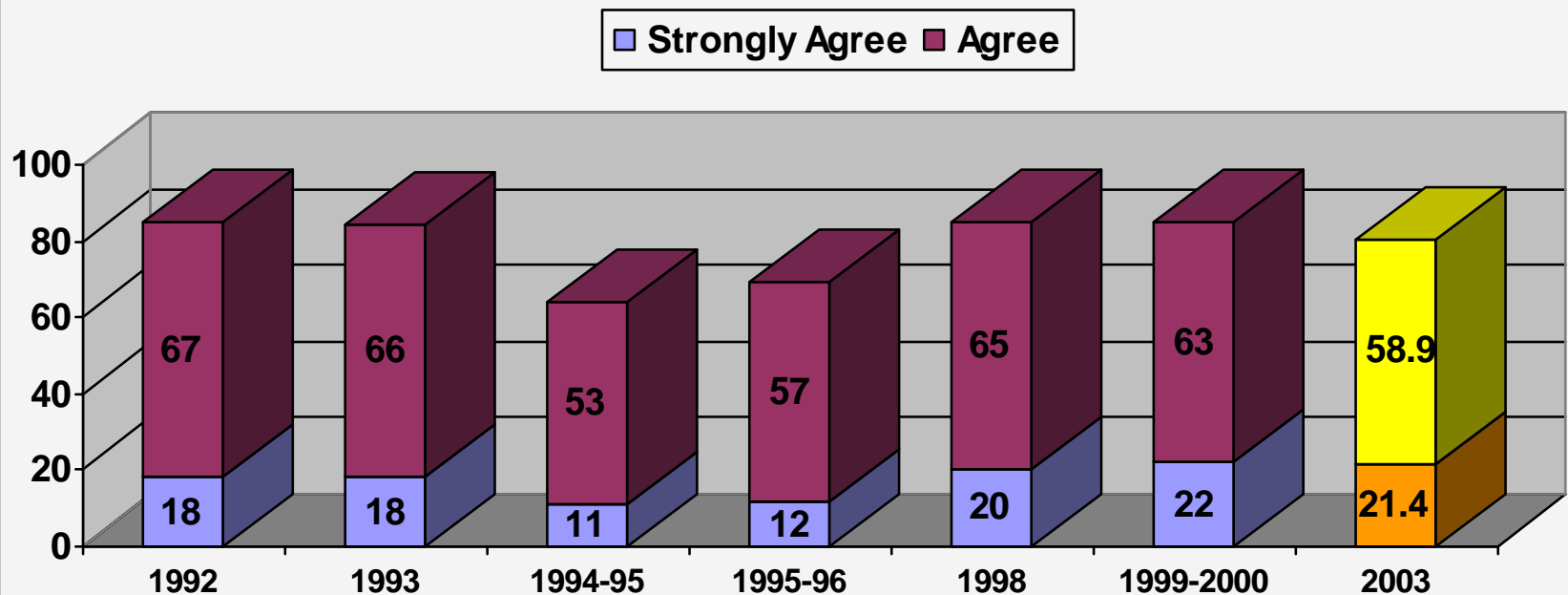
Question: “The Washington State Patrol typically treats citizens the same regardless of their ethnic background.”



# Trend Analysis:

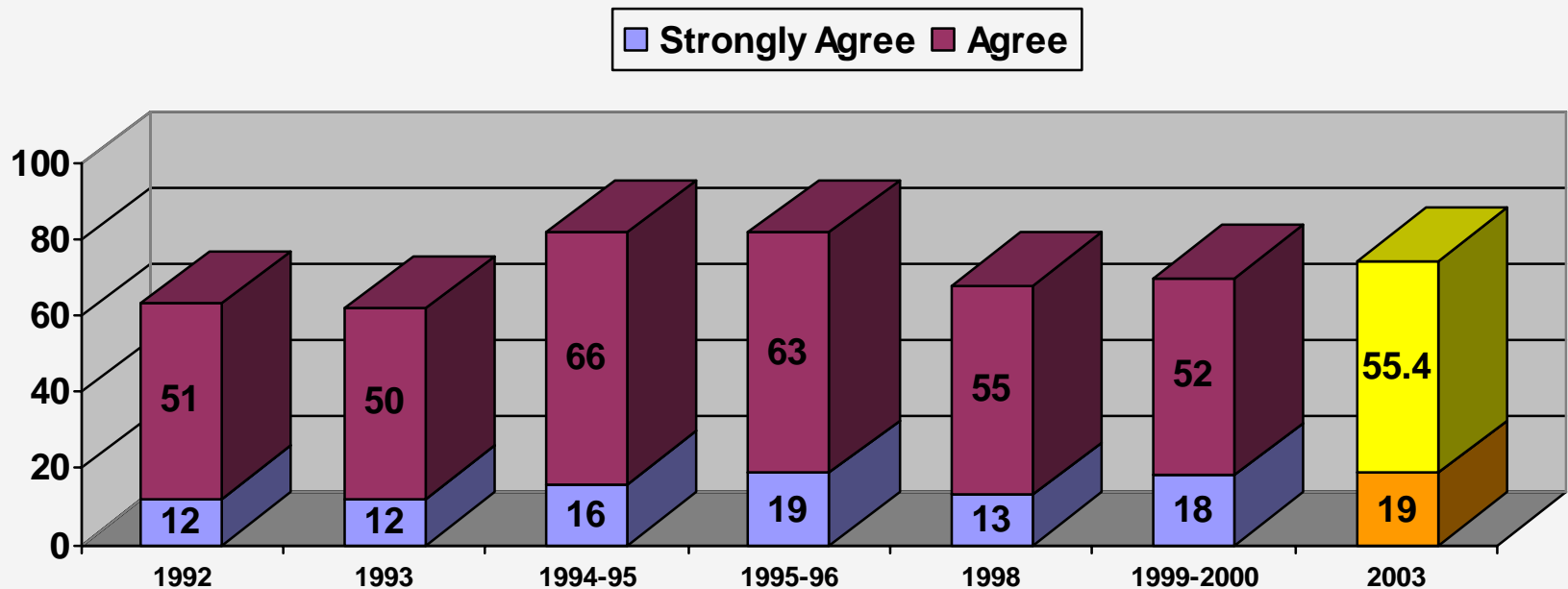
## Citizen Satisfaction With Services

Question: "I am quite satisfied with those services provided by the Washington State Patrol with which I am familiar."



# Trend Analysis: Drunk Driving Enforcement

Question: "With regard to the enforcement of drinking and driving laws, the Washington State Patrol is doing a good job of removing drunk drivers from state highways."

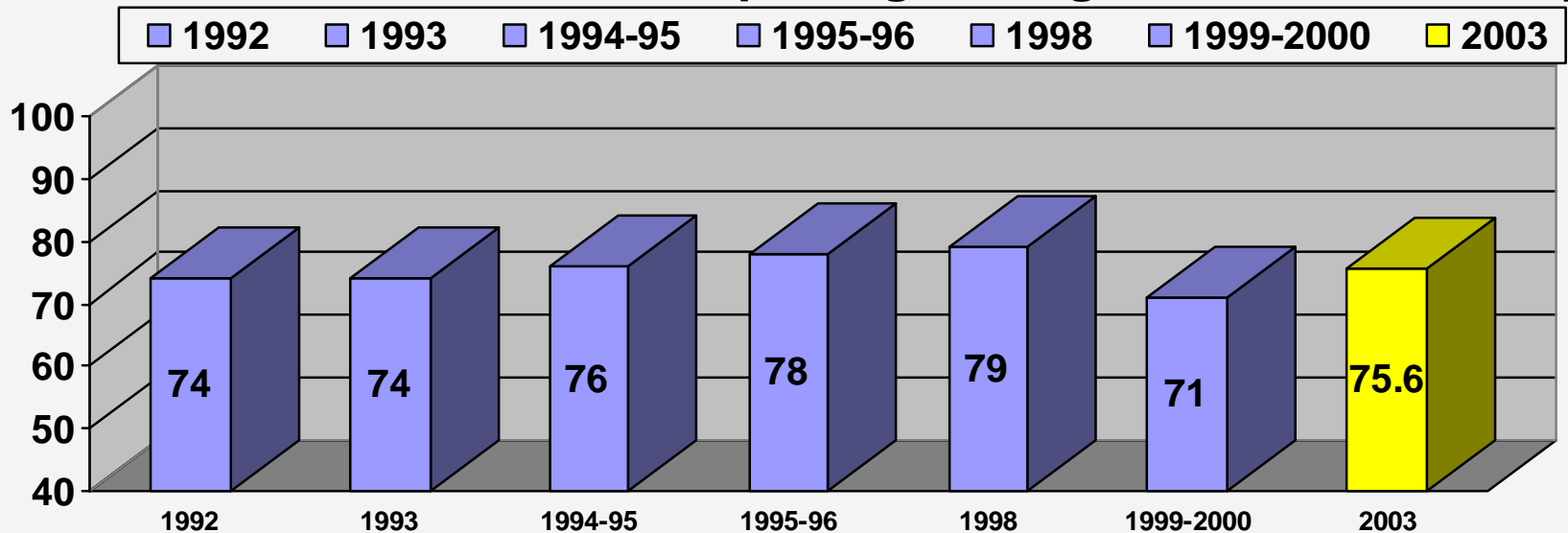


# Trend Analysis:

## WSP Fairness Among Cited Drivers

Question: "Receiving a traffic citation (ticket) is never a pleasant experience. If you have ever received a traffic ticket from a WSP Trooper, did you feel you were treated fairly?"

**Percent of Cited Drivers Reporting Having Been Treated Fairly**





# Section Two

## Contacted Driver Responses

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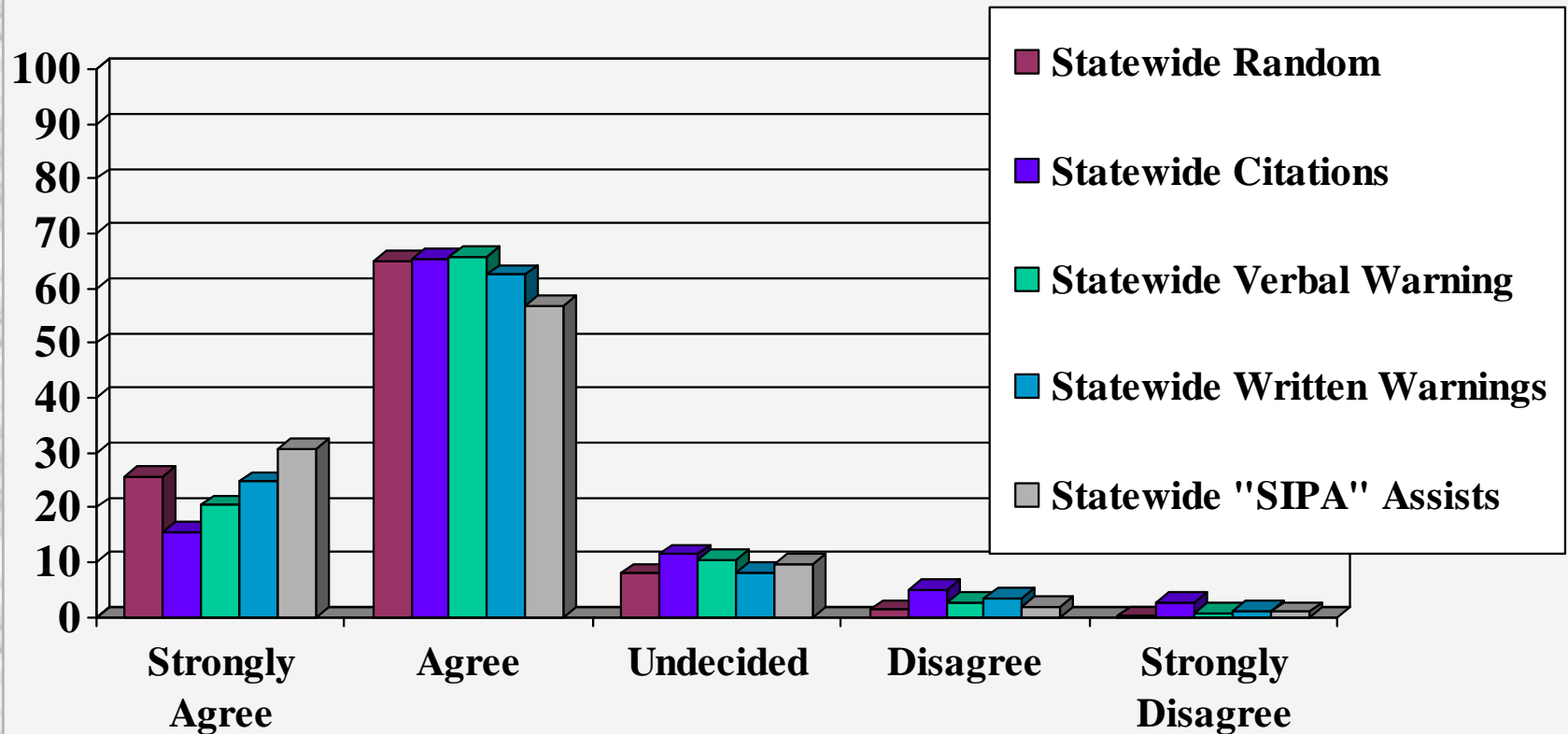
# Drivers Contacted by WSP

- Drivers Rendered Assistance ( $n=1323$ )
- Drivers Given Warning ( $n=1510$ )
- Drivers Issued Citation
  - *One* ( $n=520$ )
  - *Two* ( $n=101$ )
  - *More than two* ( $n=31$ )

# Statewide Samples: Mission Performance

Question: "Overall, the Washington State Patrol does a good job of performing its mission."

\_\_\_ *Strongly Agree*    \_\_\_ *Agree*    \_\_\_ *Undecided*    \_\_\_ *Disagree*    \_\_\_ *Strongly Disagree*

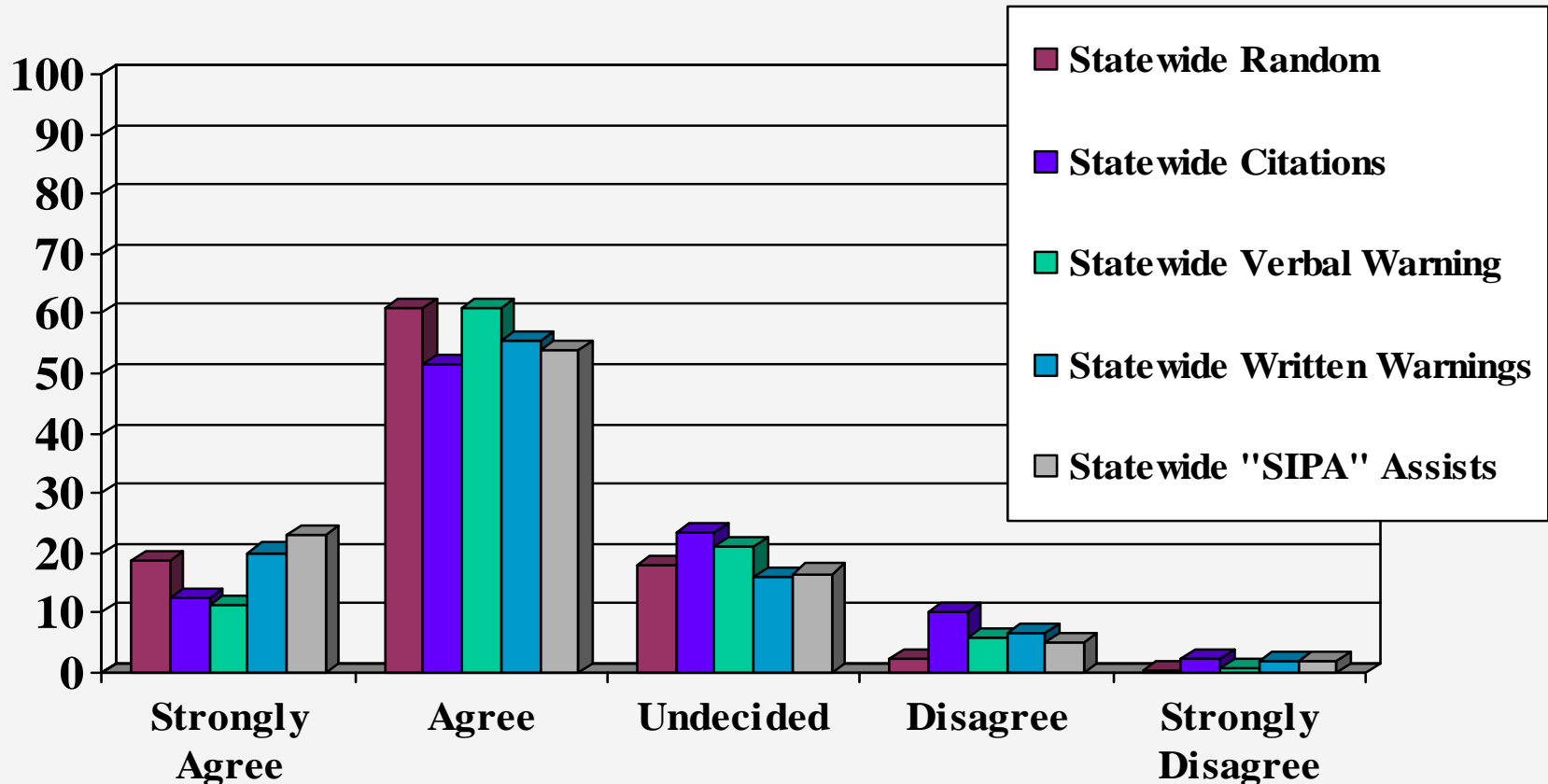




# Statewide Samples: WSP Troopers Attentive to Citizens

Question: "In general, WSP troopers are attentive to the questions and concerns of citizens."

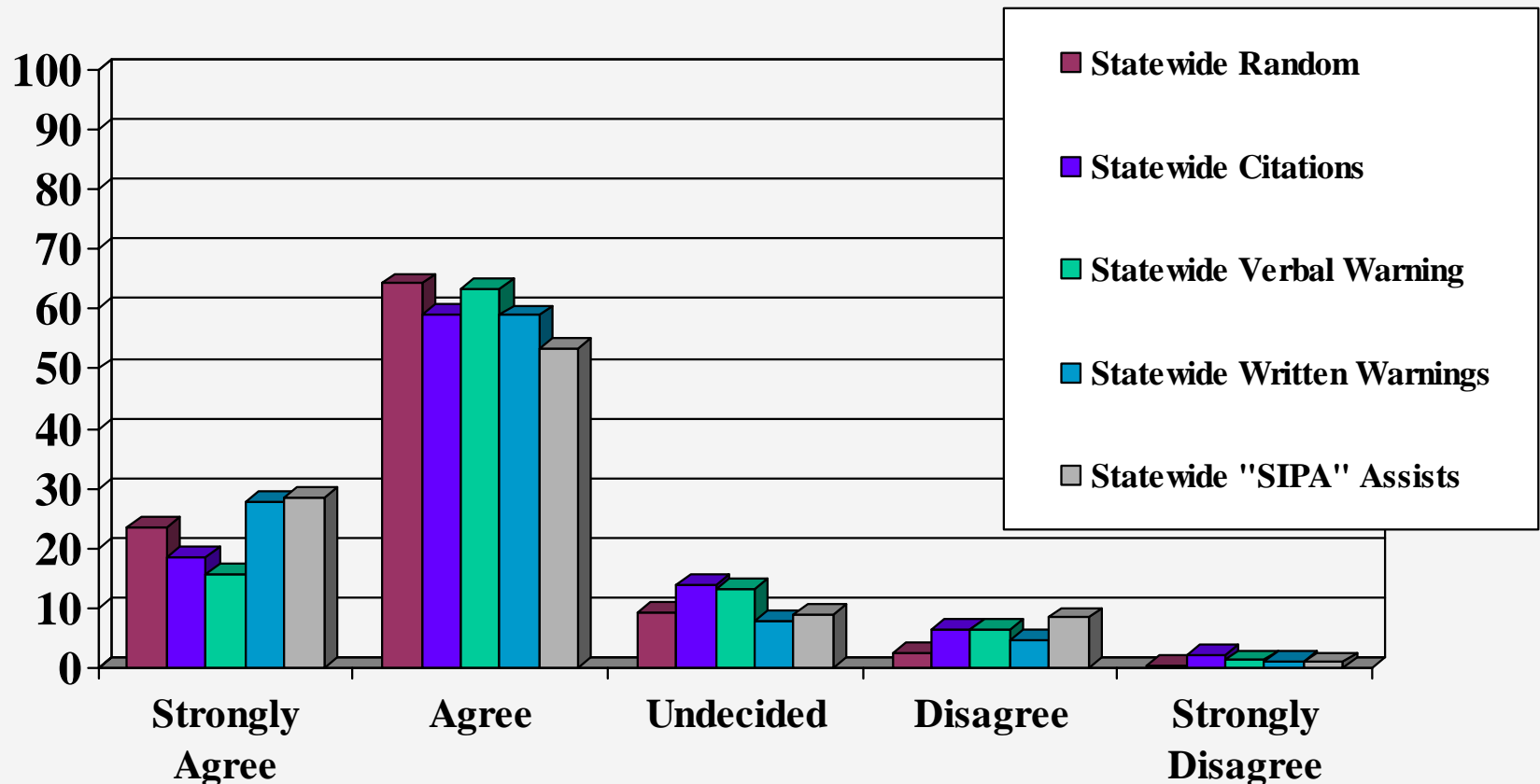
\_\_\_Strongly Agree \_\_\_Agree \_\_\_Undecided \_\_\_Disagree \_\_\_Strongly Disagree



# Statewide Samples: WSP Troopers Courteous

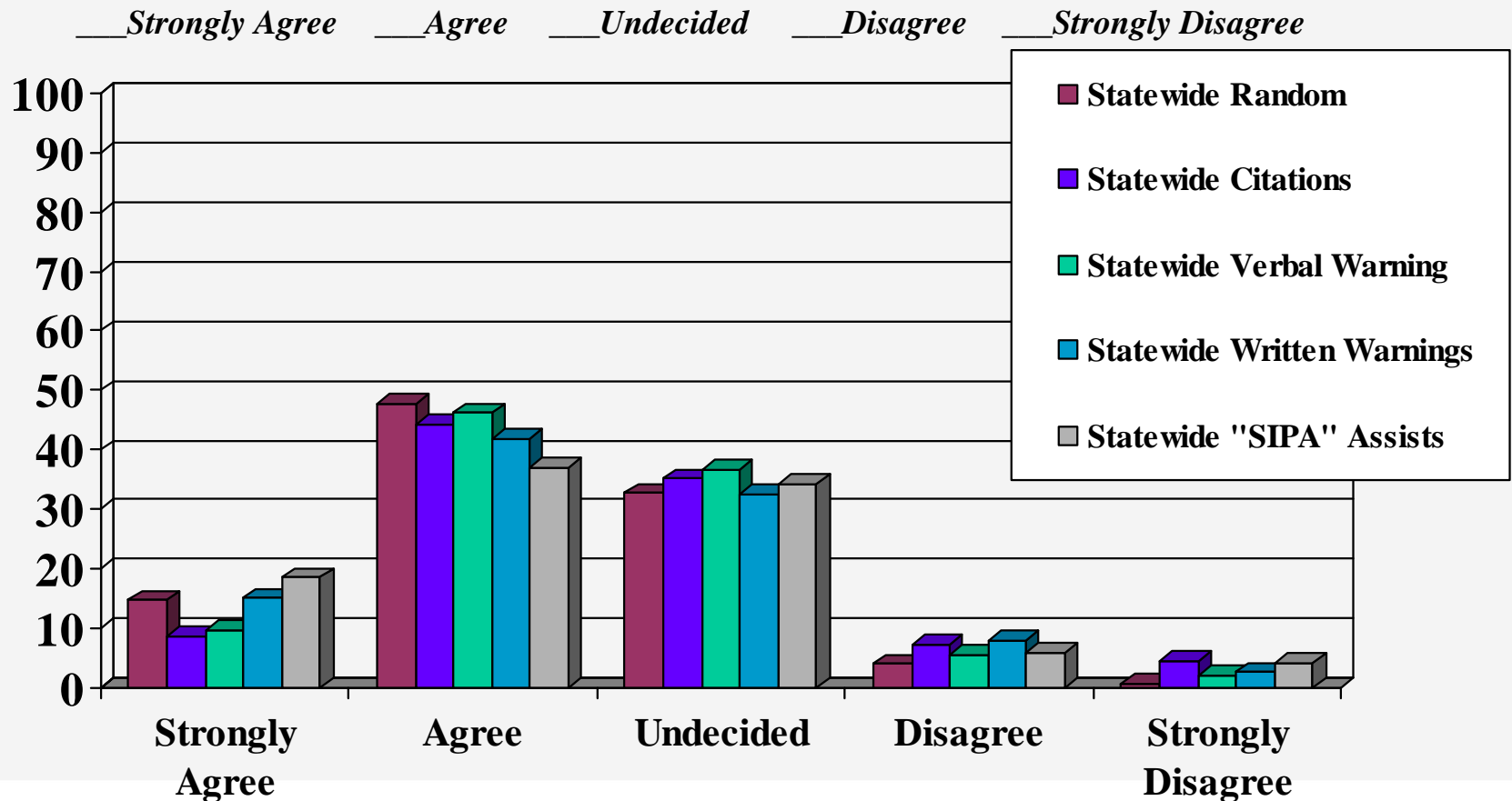
Question: "In general, WSP troopers treat citizens courteously."

\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



# Statewide Samples: WSP Troopers Neutral

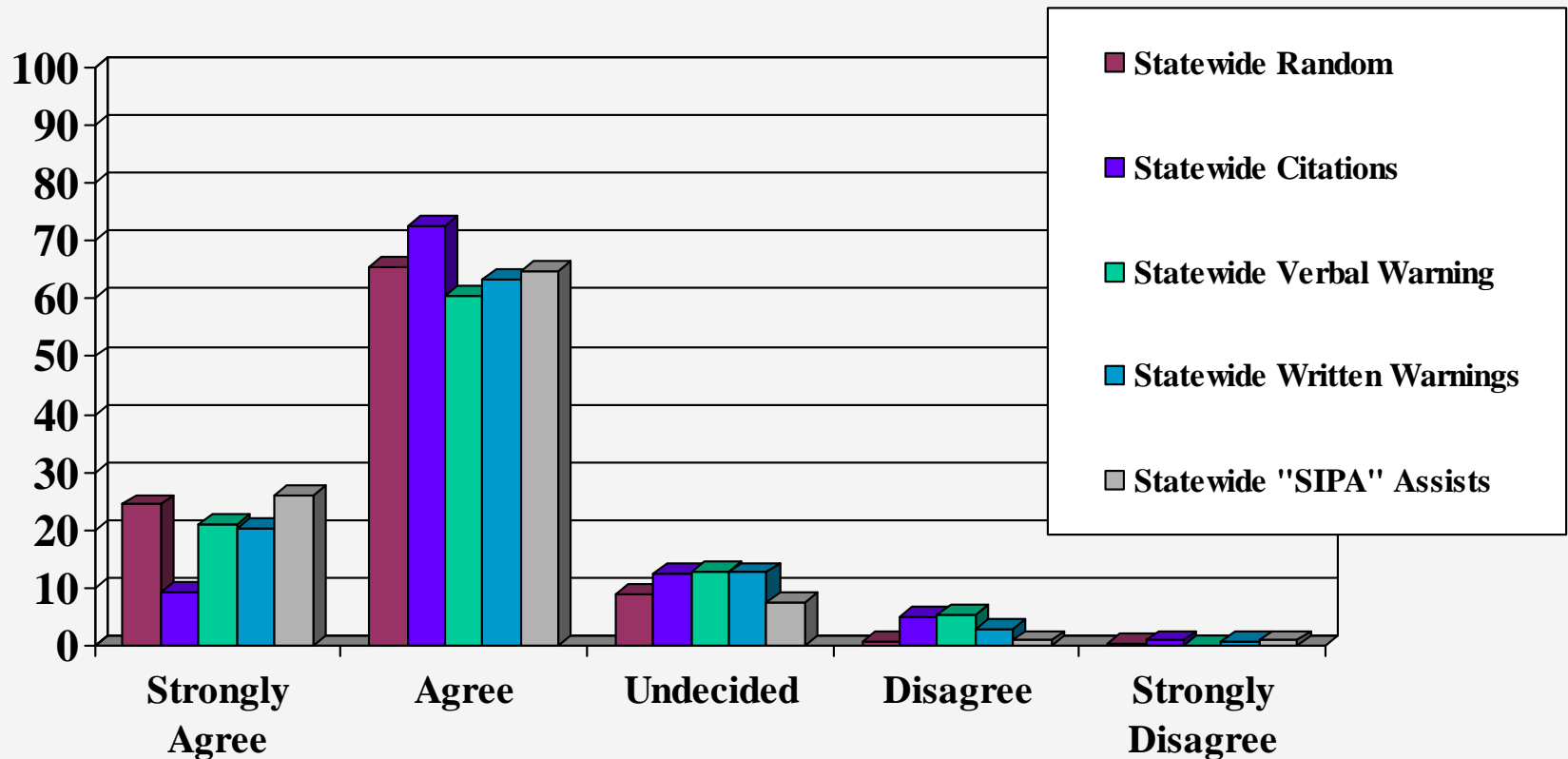
Question: "The WSP typically treats citizens the same regardless of their ethnic background."



# Statewide Samples: WSP Troopers Reliable

Question: "In general, WSP troopers are reliable."

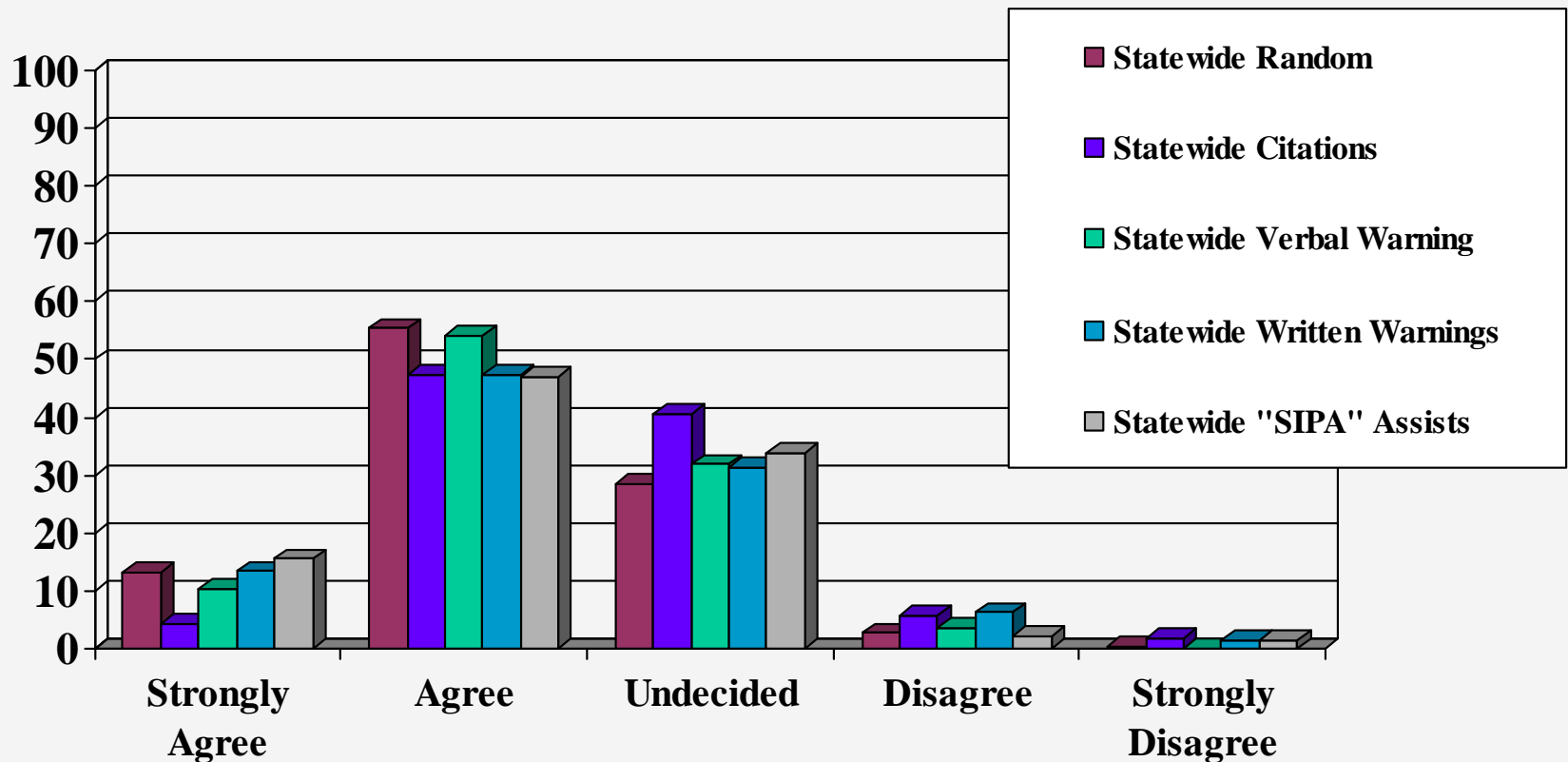
\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



# Statewide Samples: WSP Troopers Responsive

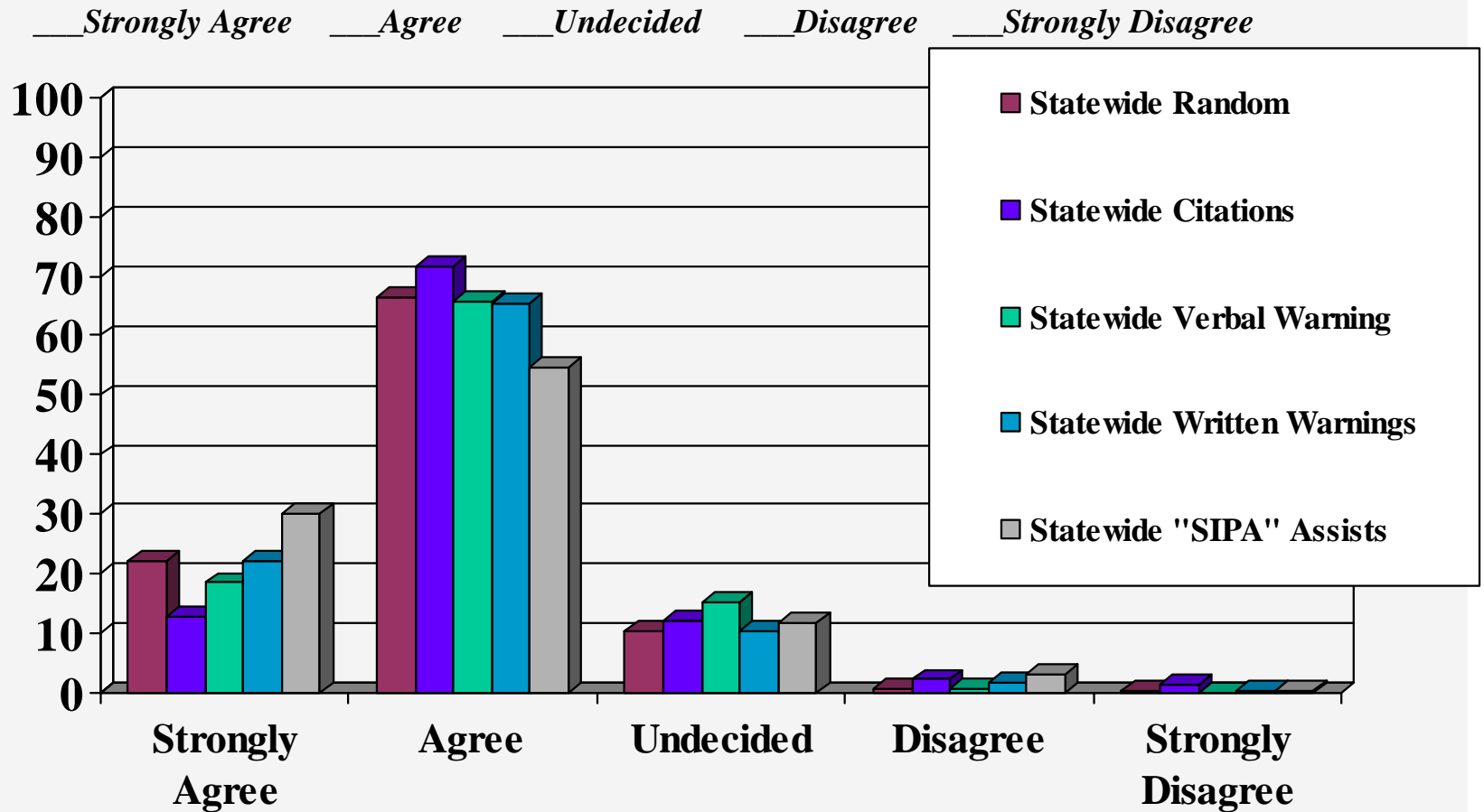
Question: "In general, WSP troopers are responsive to local issues."

\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



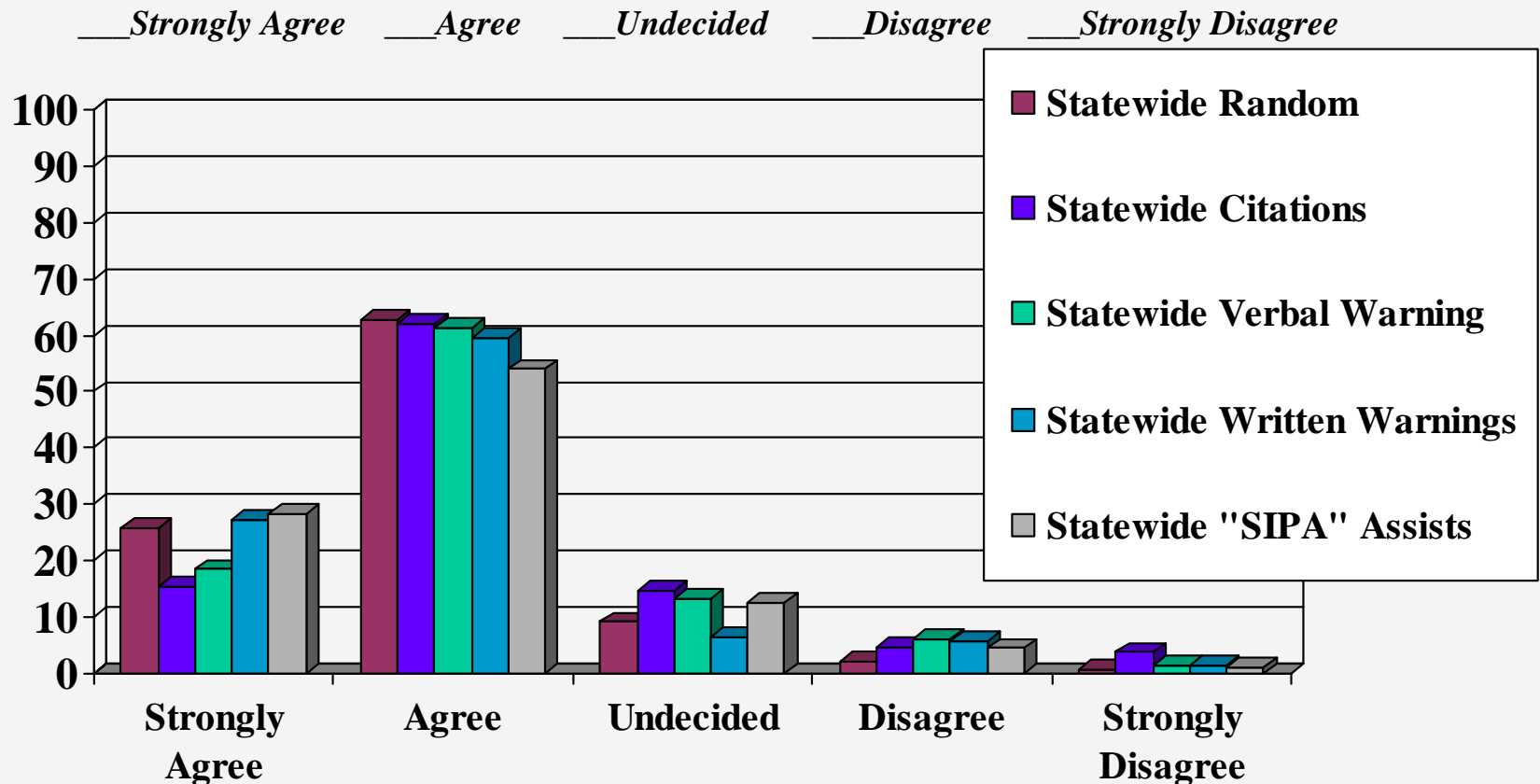
# Statewide Samples: WSP Troopers Competent

Question: "In general, WSP troopers are competent."



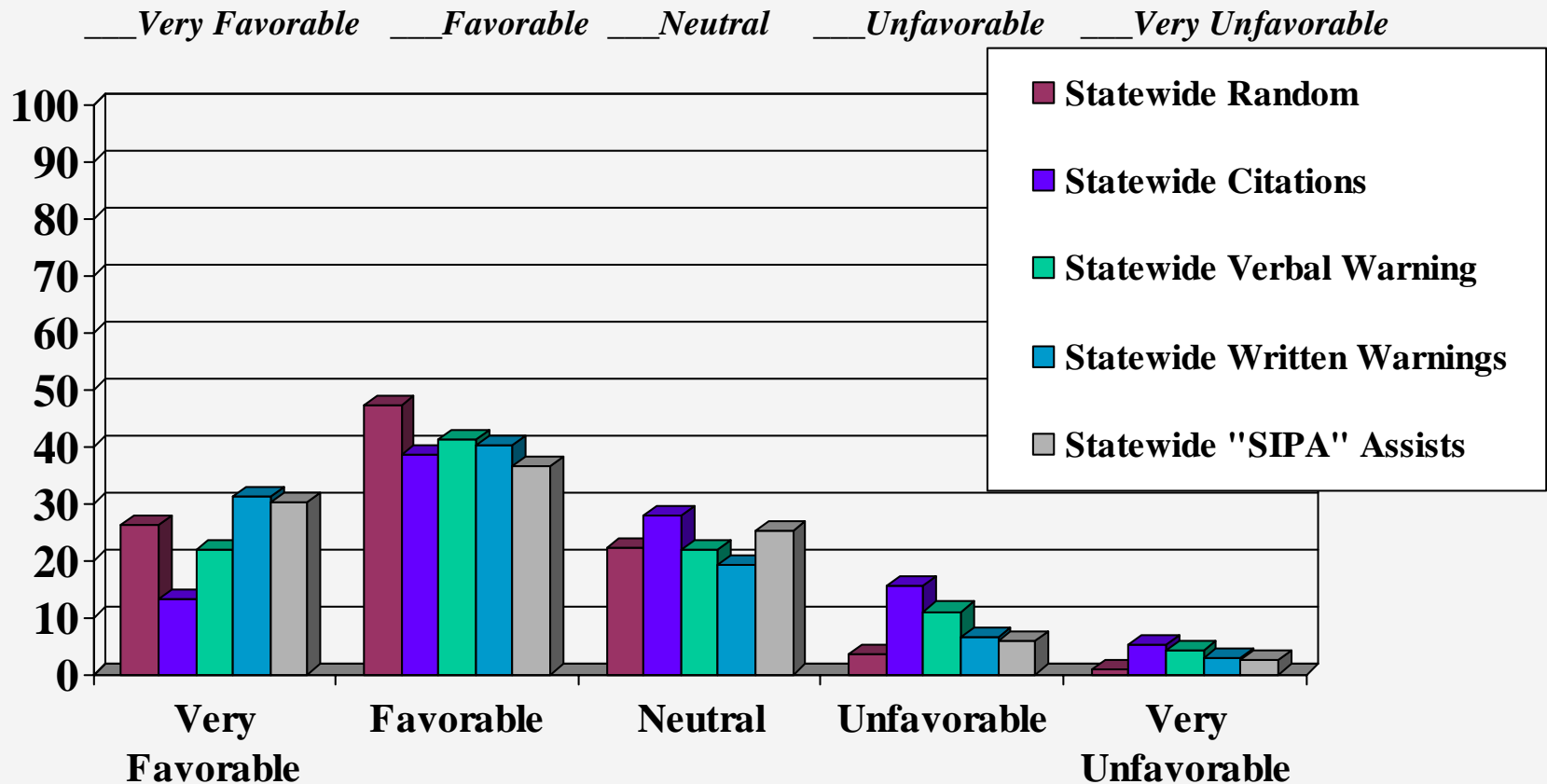
# Statewide Samples: WSP Troopers Polite

Question: "Generally, WSP troopers are polite and use appropriate manners in their contacts with citizens."



# Statewide Samples: Impression of Contact with WSP

Question: "What is your over-all impression of the most recent contact you have had with a WSP trooper?"

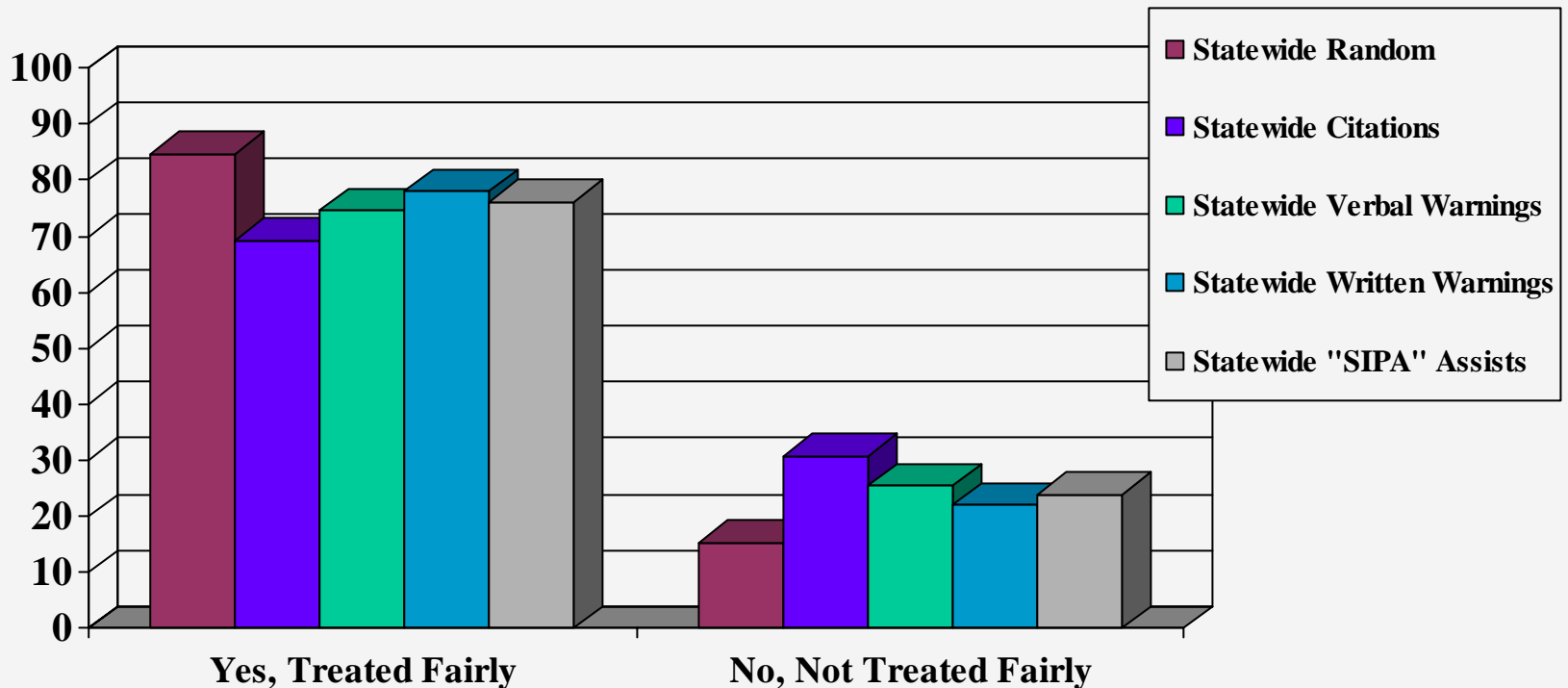




# Statewide Samples: Fair Treatment by WSP

Question: "If you ever received a traffic ticket from a WSP trooper, did you feel you were treated fairly?"

\_\_\_ *Yes, treated fairly*    \_\_\_ *No, not treated fairly*    \_\_\_ *Never received a ticket*





# Section Three

## Minority and APA Responses

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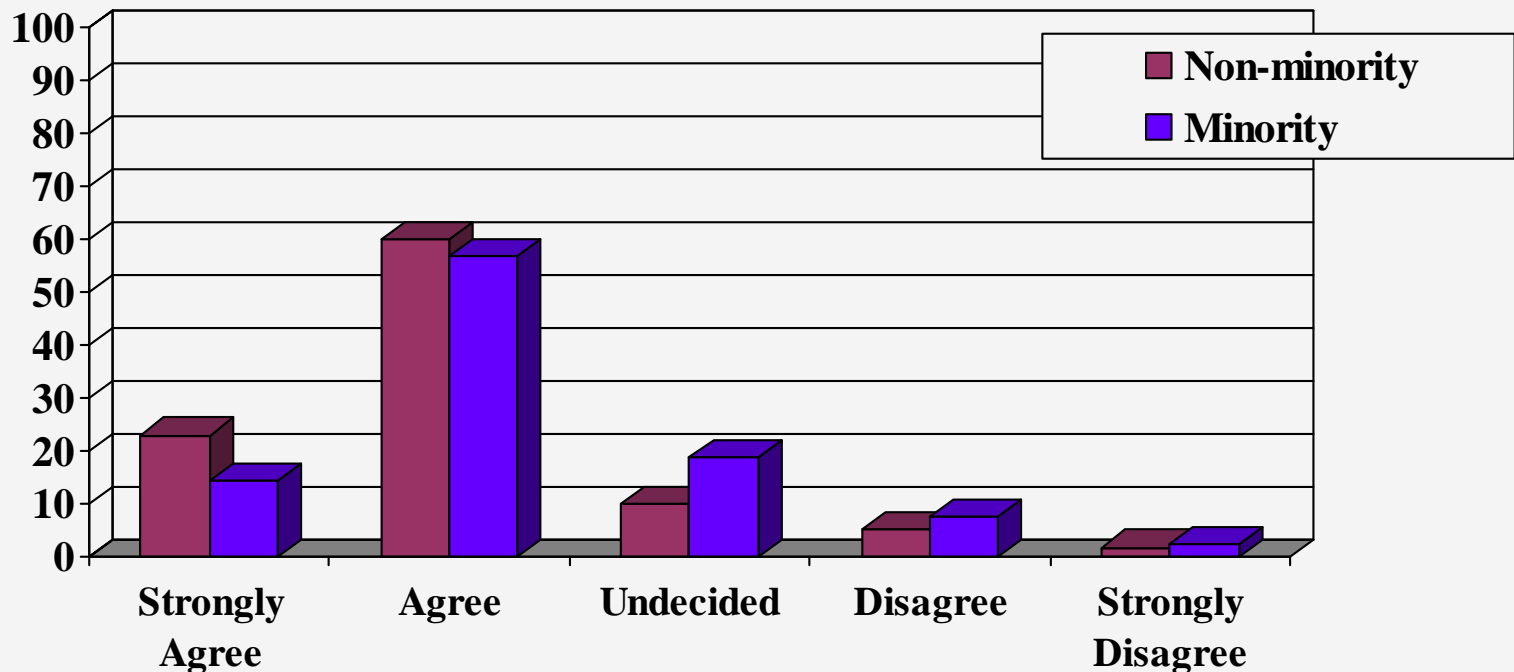
# Minority and Geographic Samples

- Statewide Minority Driver Sample (2003)
  - Drivers with contact by WSP (all types)
  - Coded as other than “White”
- Selected APA’s (2003)
  - 11/12, 14, 23, 26, 30, 35
  - Selection Based on Preliminary Analysis of Stop Data
  - Drivers with contact by WSP

# Customer Satisfaction With Service

Question: "I am quite satisfied with those services provided by the WSP with which I am familiar."

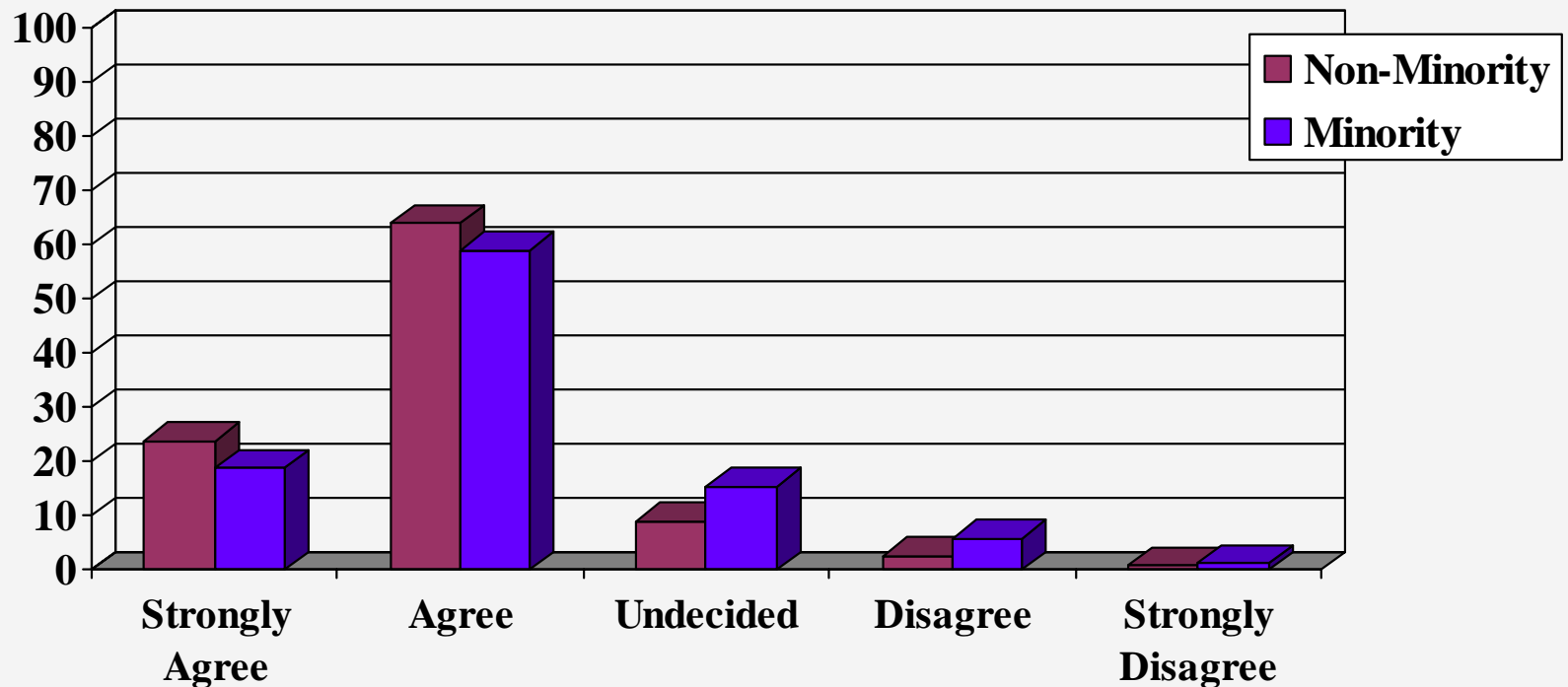
\_\_\_ *Strongly Agree*    \_\_\_ *Agree*    \_\_\_ *Undecided*    \_\_\_ *Disagree*    \_\_\_ *Strongly Disagree*



# Mission Performance

Question: "Overall, the Washington State Patrol does a good job of performing its mission."

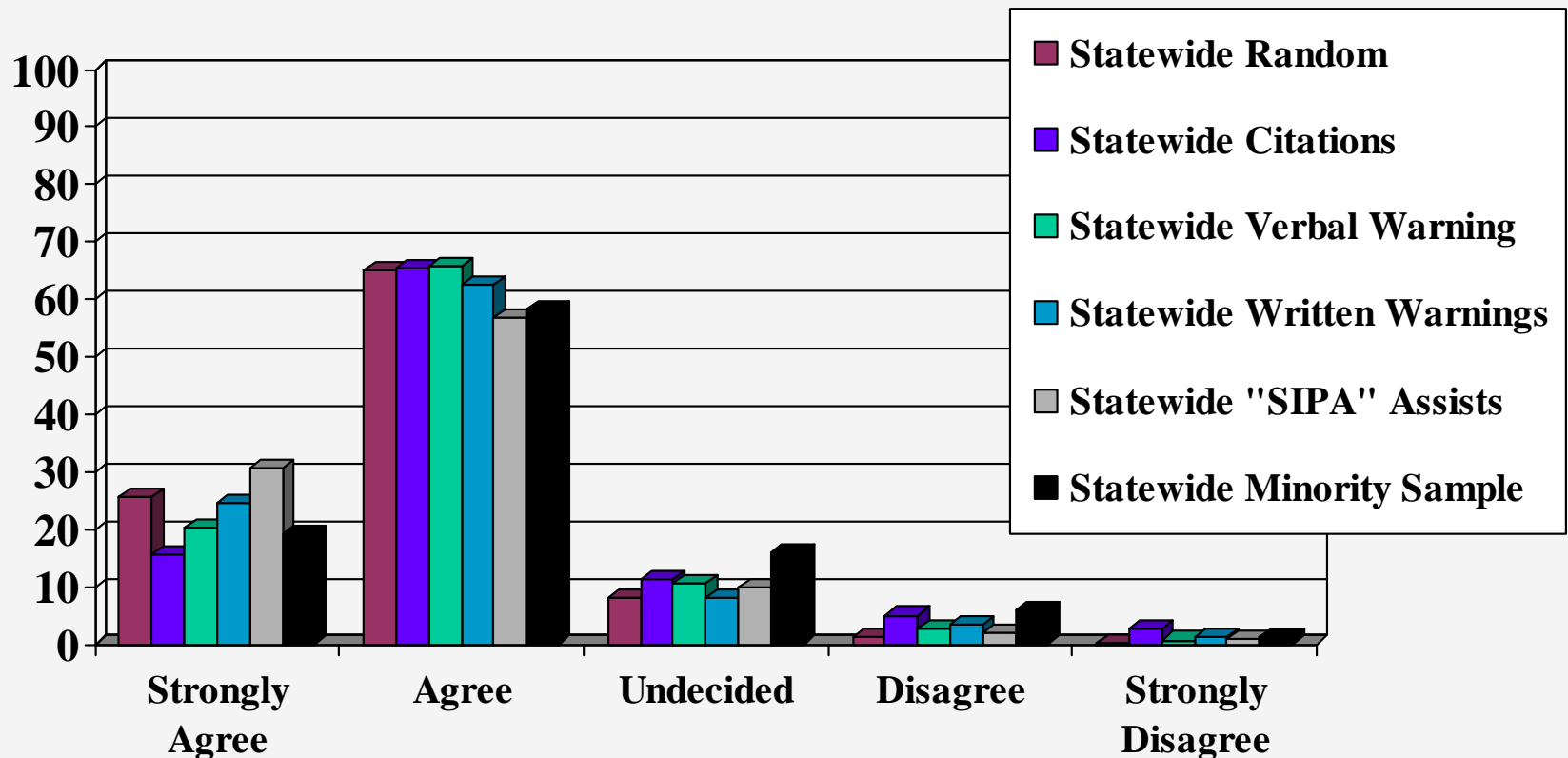
Strongly Agree   Agree   Undecided   Disagree   Strongly Disagree



# Comparison: Mission Performance

Question: "Overall, the Washington State Patrol does a good job of performing its mission."

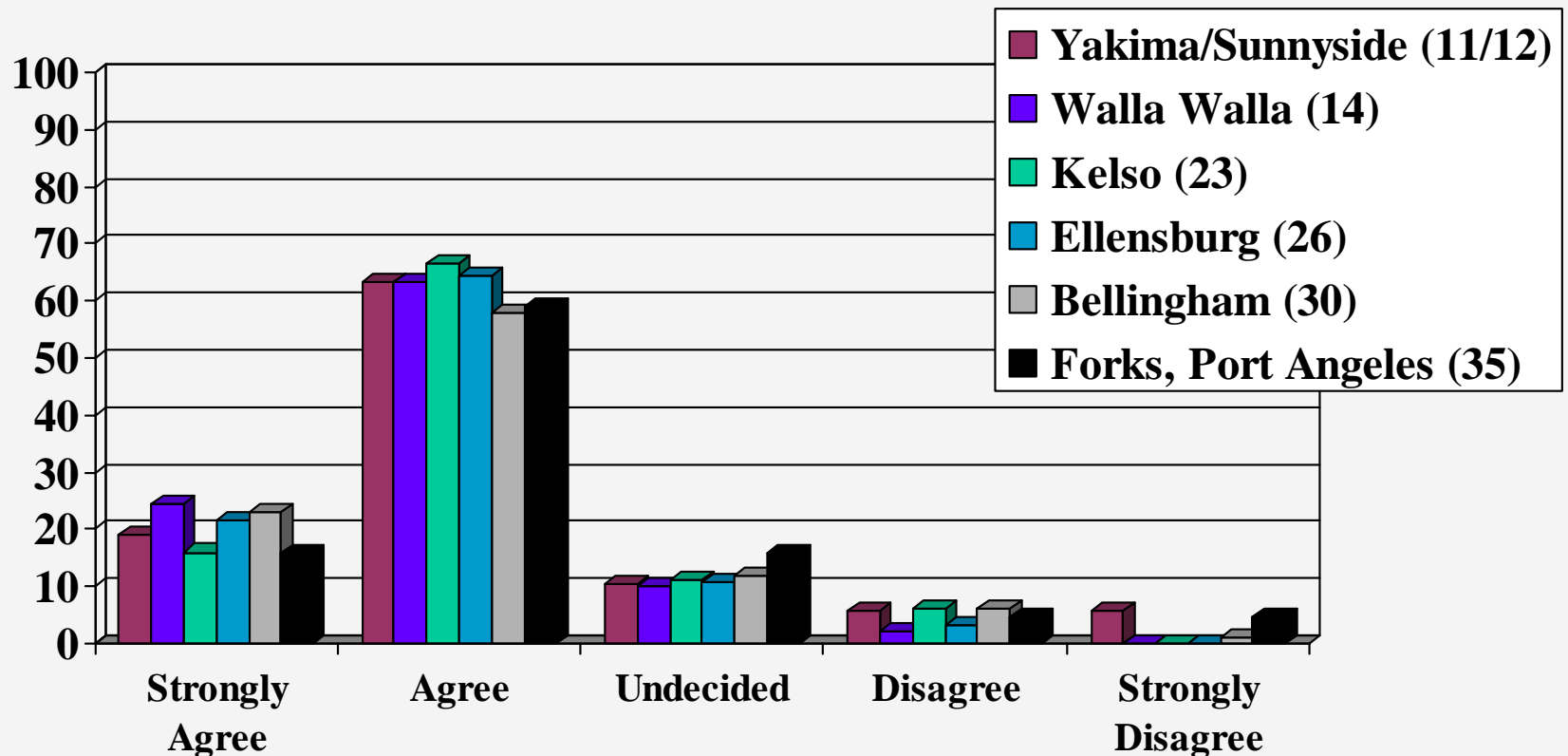
\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



# Mission Performance (APA-Specific)

Question: "Overall, the Washington State Patrol does a good job of performing its mission."

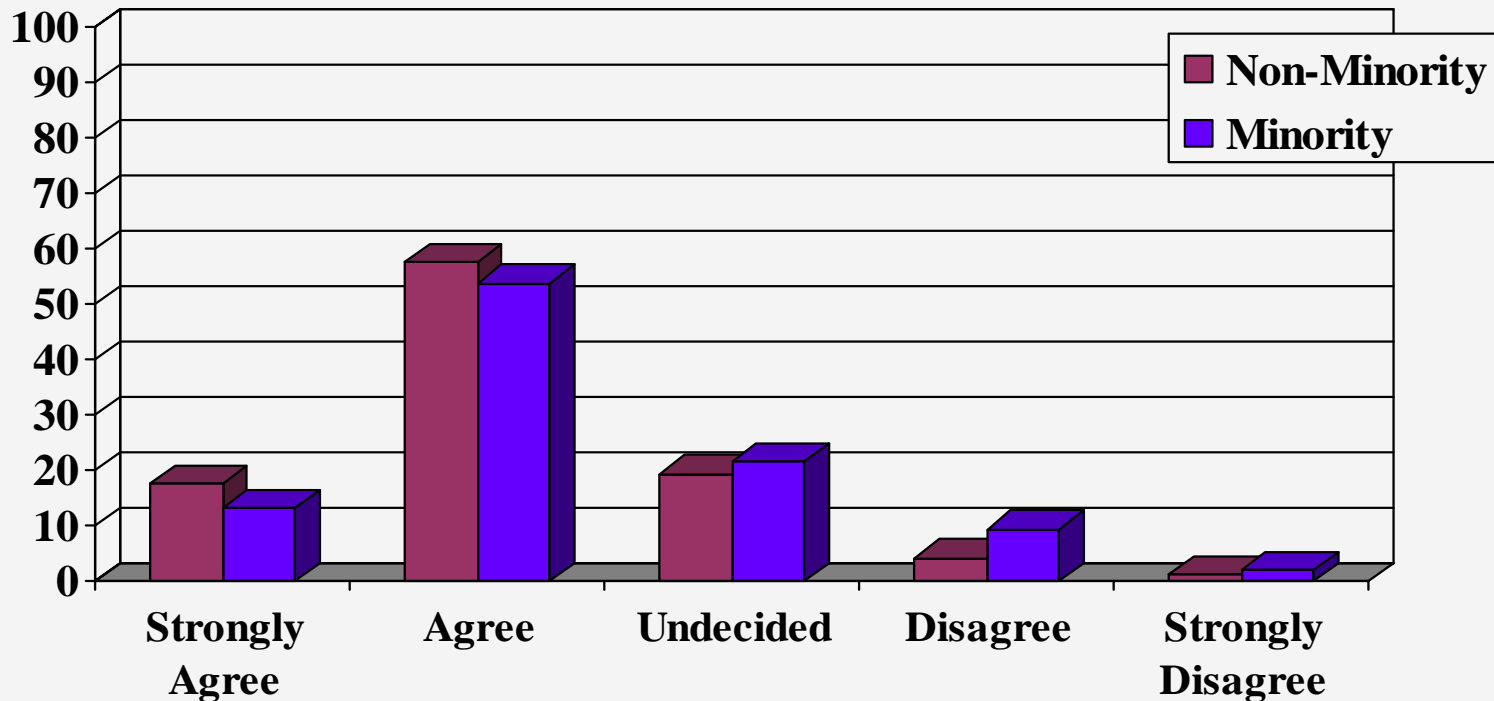
\_\_\_ *Strongly Agree*    \_\_\_ *Agree*    \_\_\_ *Undecided*    \_\_\_ *Disagree*    \_\_\_ *Strongly Disagree*



# WSP Troopers Attentive

Question: "In general, WSP troopers are attentive to the questions and concerns of citizens."

\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*

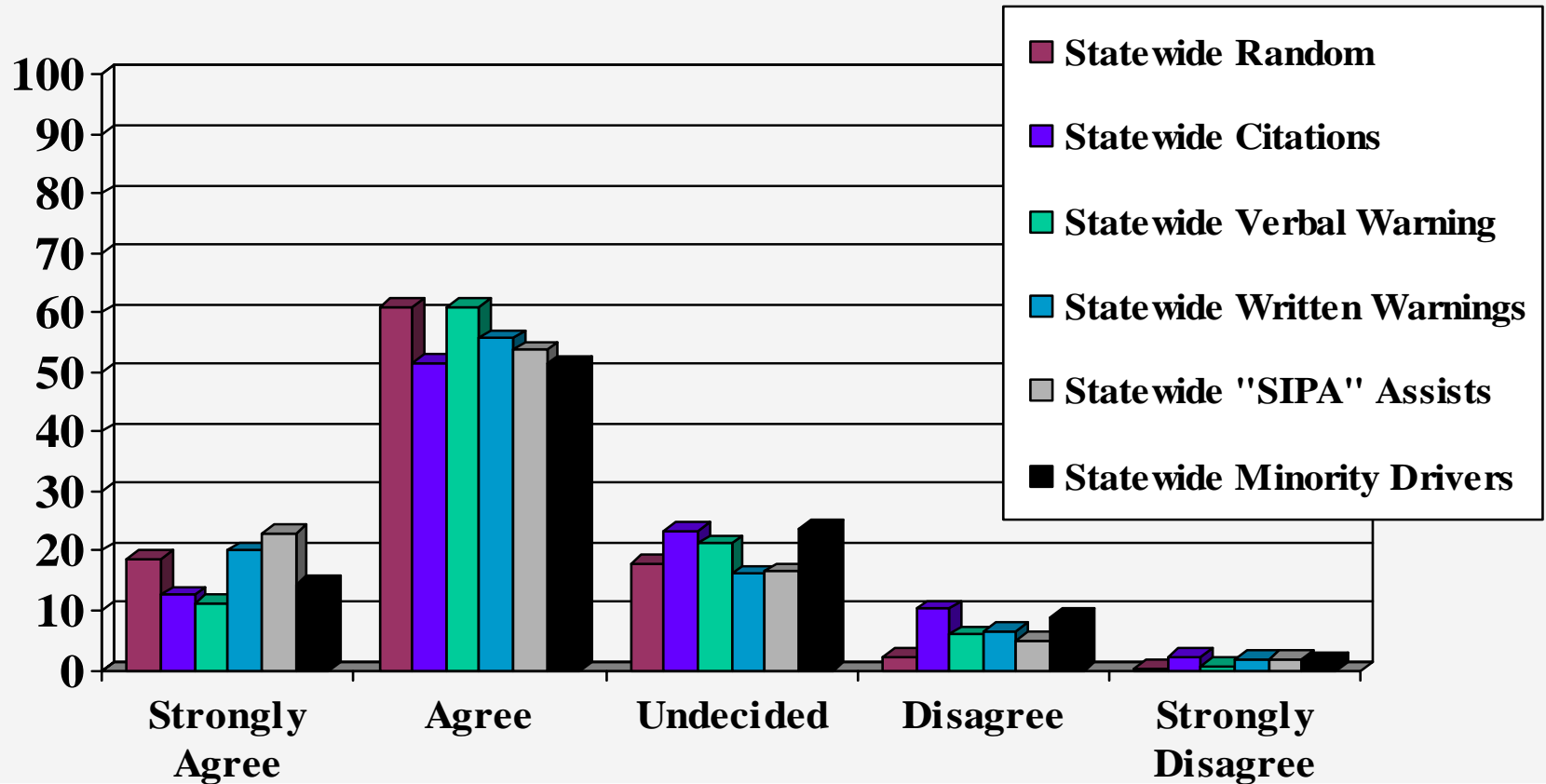




# Comparison: WSP Troopers Attentive

Question: "In general, WSP troopers are attentive to the questions and concerns of citizens."

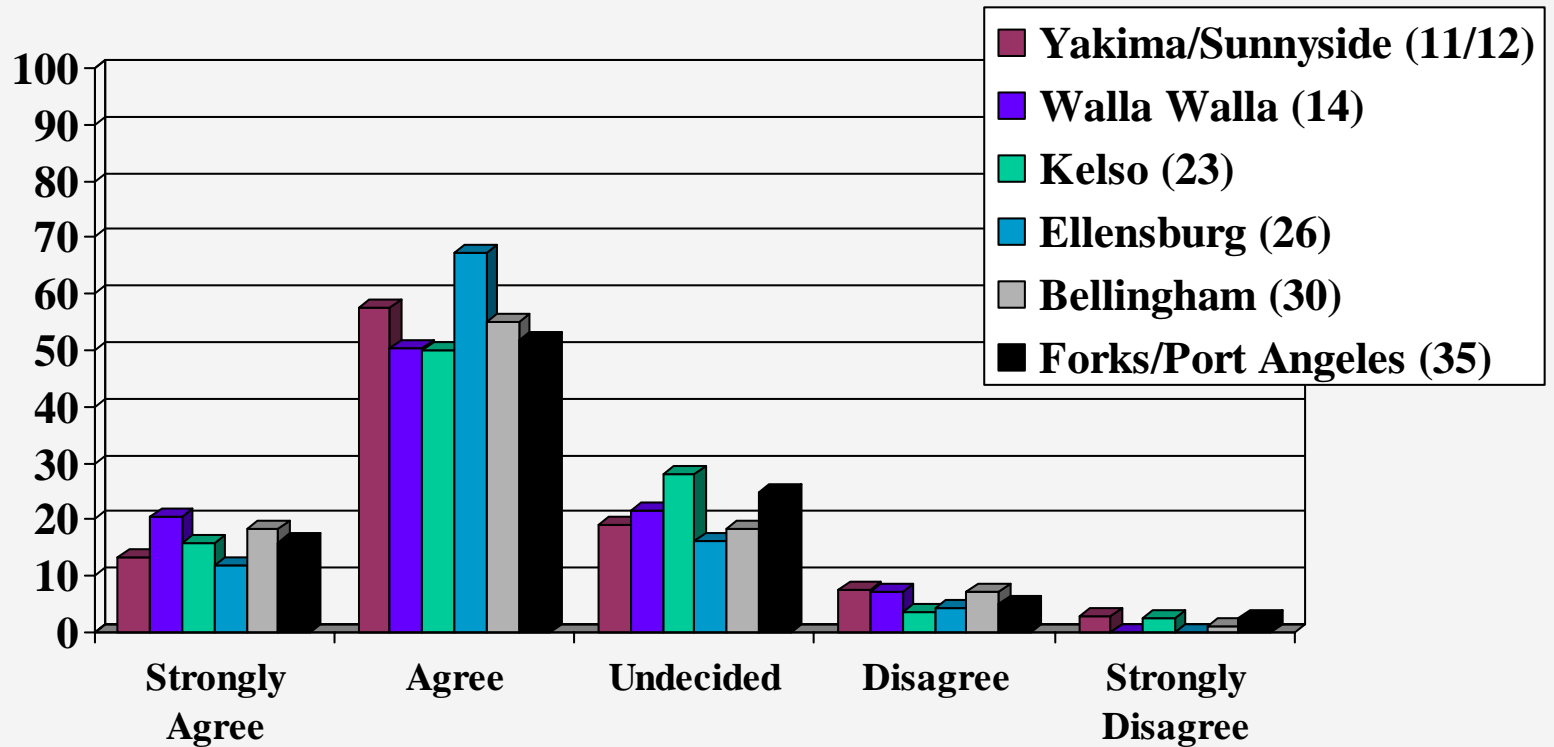
\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



# WSP Troopers Attentive (APA-Specific)

Question: "In general, WSP troopers are attentive to the questions and concerns of citizens."

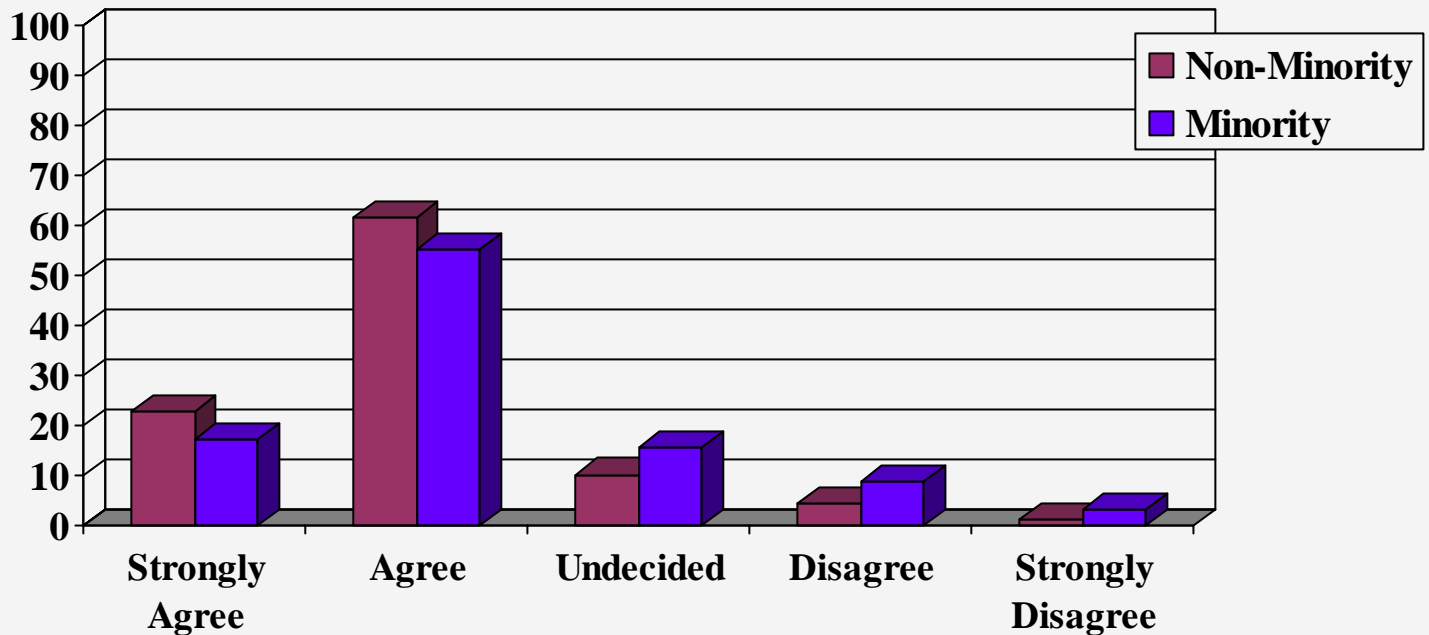
\_\_\_Strongly Agree \_\_\_Agree \_\_\_Undecided \_\_\_Disagree \_\_\_Strongly Disagree



# WSP Troopers Courteous

Question: “In general, WSP troopers treat citizens courteously.”

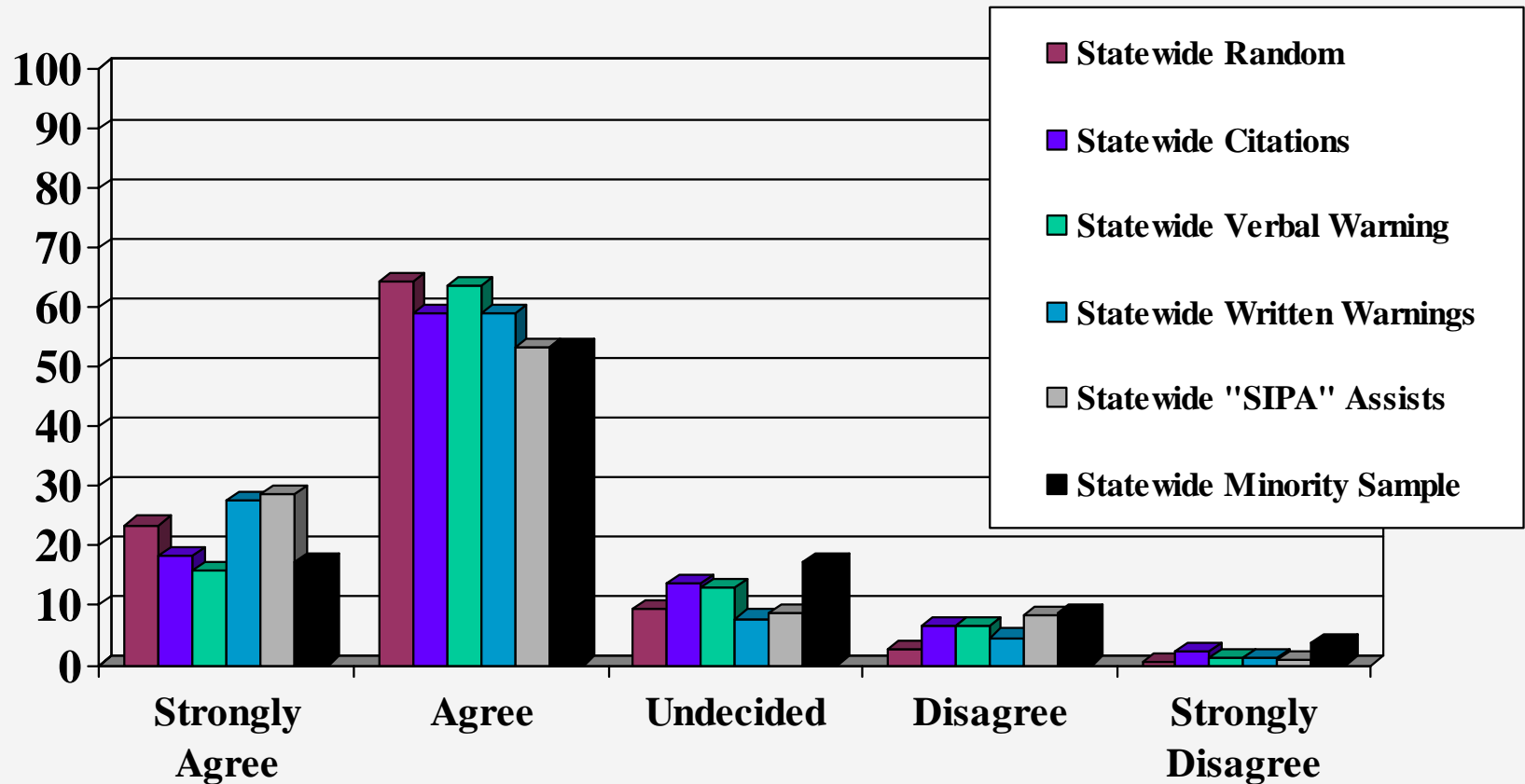
Strongly Agree   Agree   Undecided   Disagree   Strongly Disagree



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Question: "In general, WSP troopers treat citizens courteously."

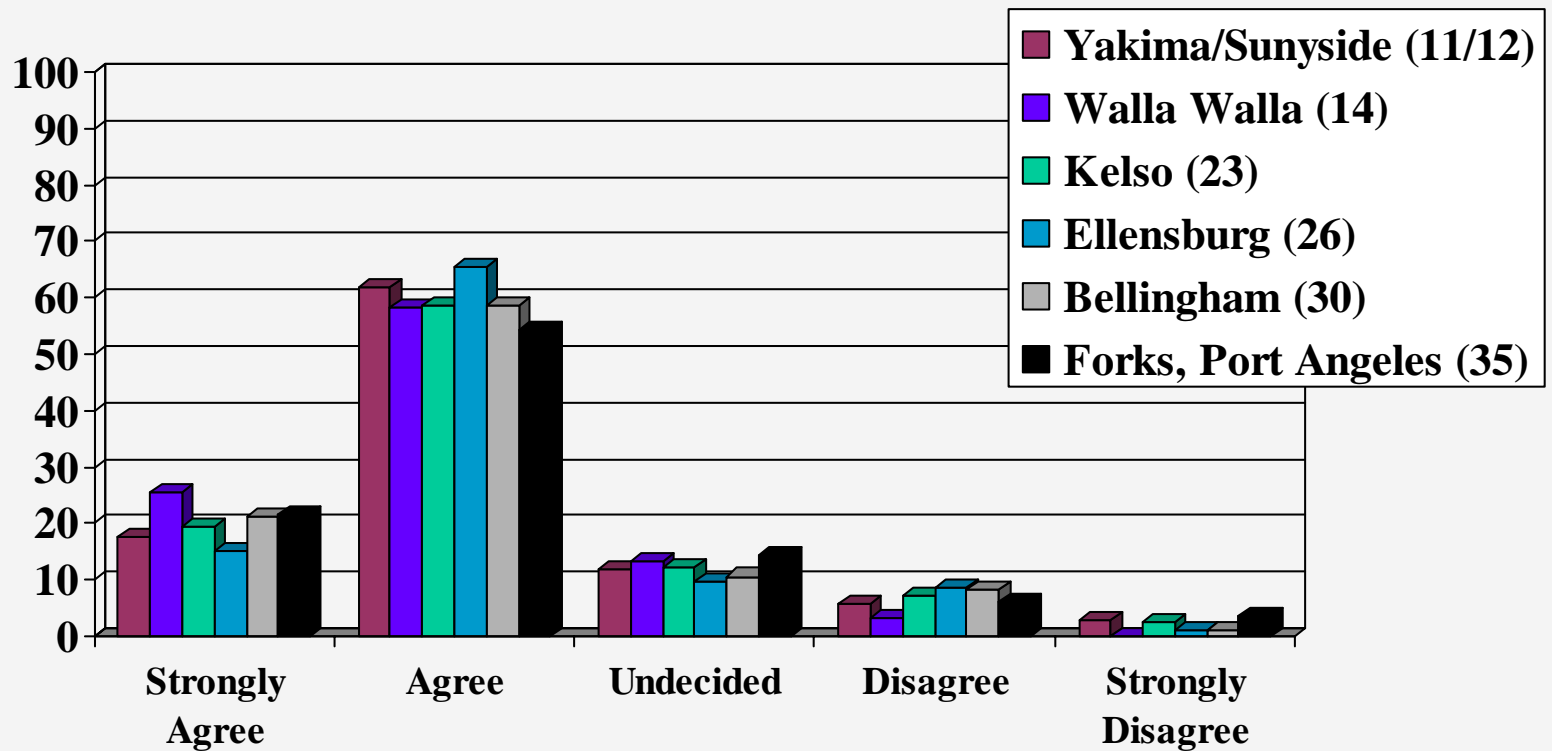
\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



# WSP Troopers Courteous (APA-Specific)

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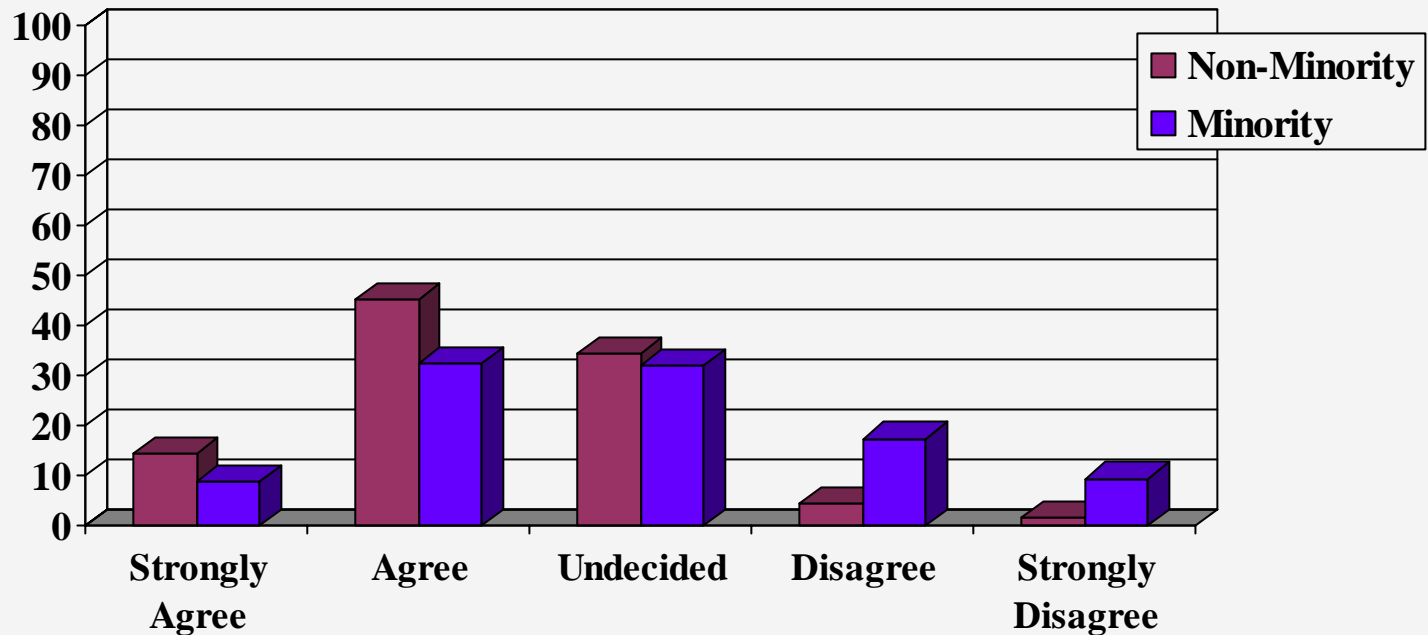
\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



# WSP Troopers Neutral

Question: “The WSP typically treats citizens the same regardless of their ethnic background.”

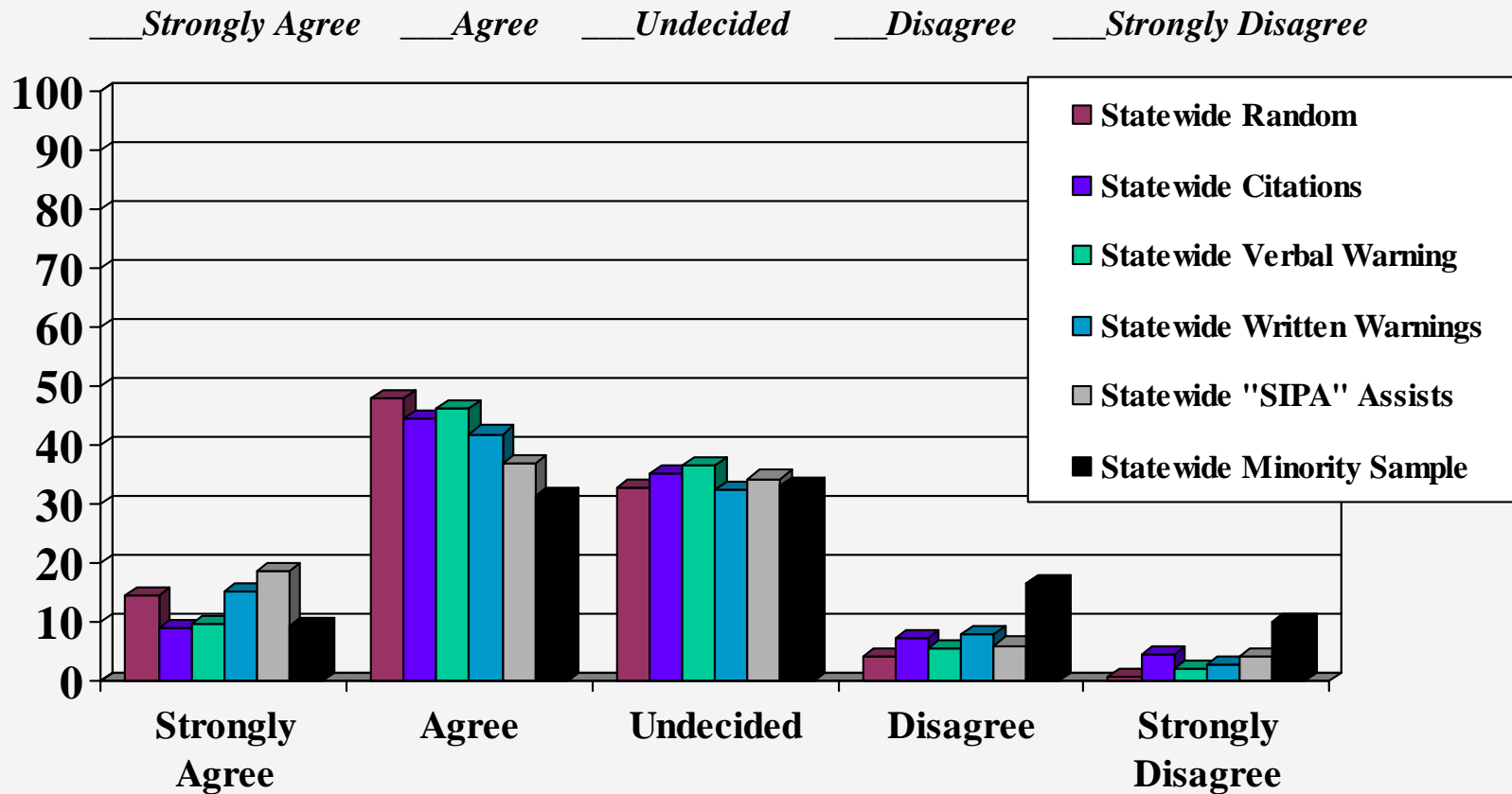
\_\_\_ *Strongly Agree*    \_\_\_ *Agree*    \_\_\_ *Undecided*    \_\_\_ *Disagree*    \_\_\_ *Strongly Disagree*



# Comparison:

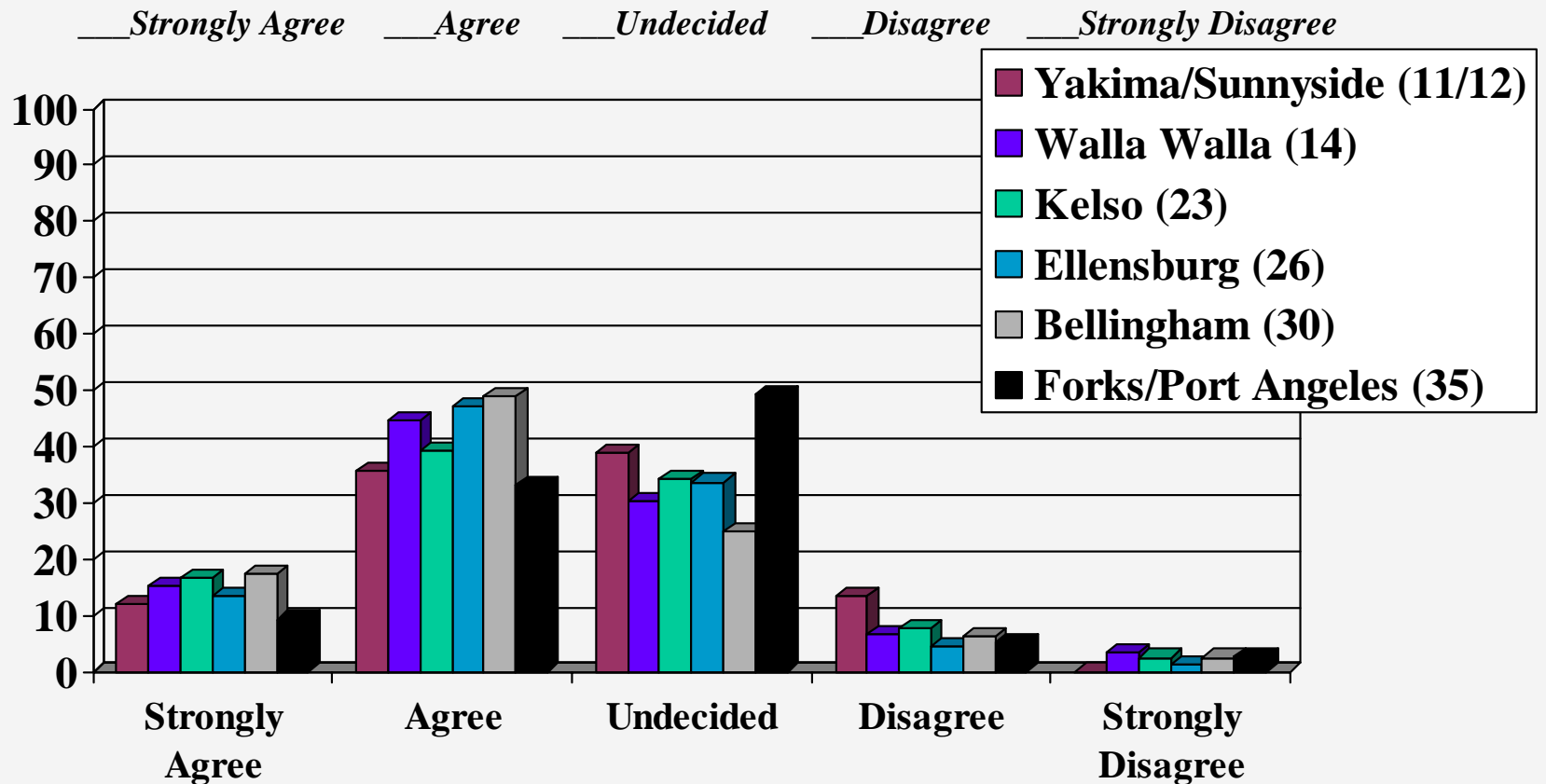
## WSP Troopers Neutral

Question: "The WSP typically treats citizens the same regardless of their ethnic background."



# WSP Troopers Neutral (APA-Specific)

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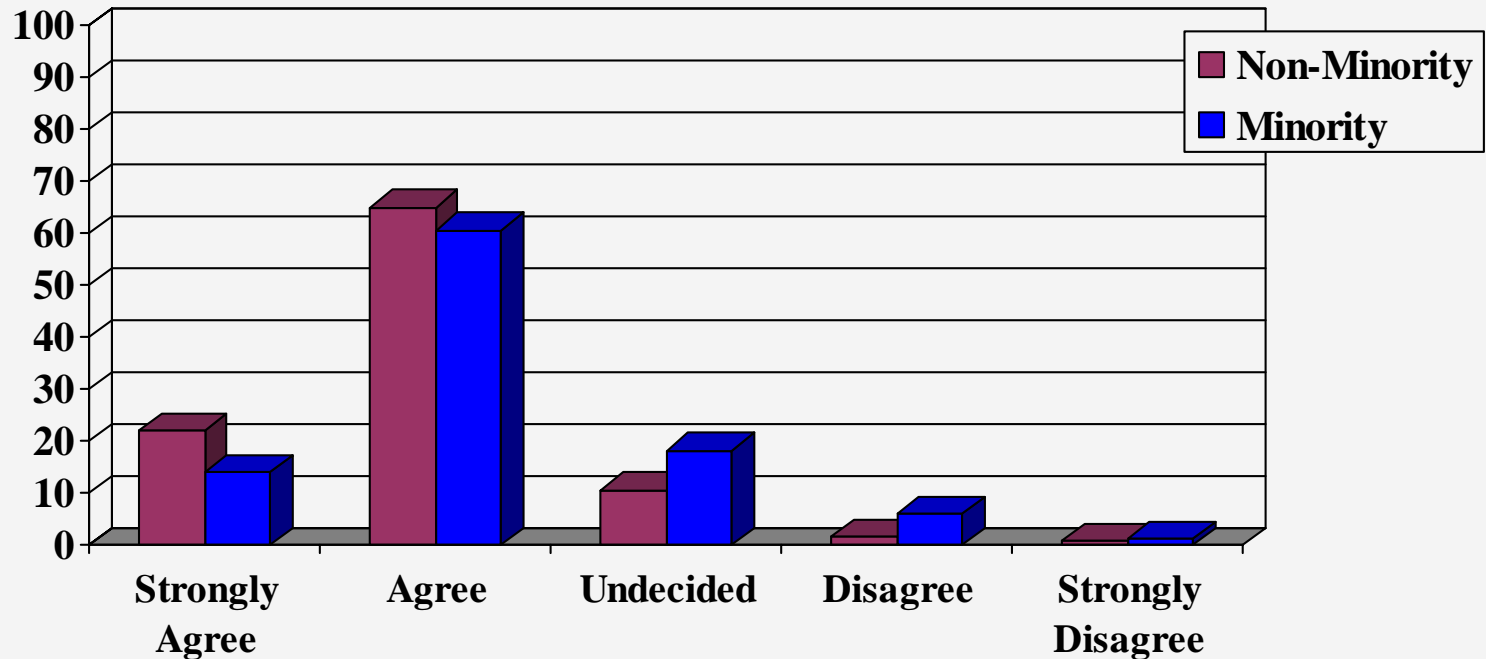




# WSP Troopers Reliable

Question: "In general, WSP troopers are reliable."

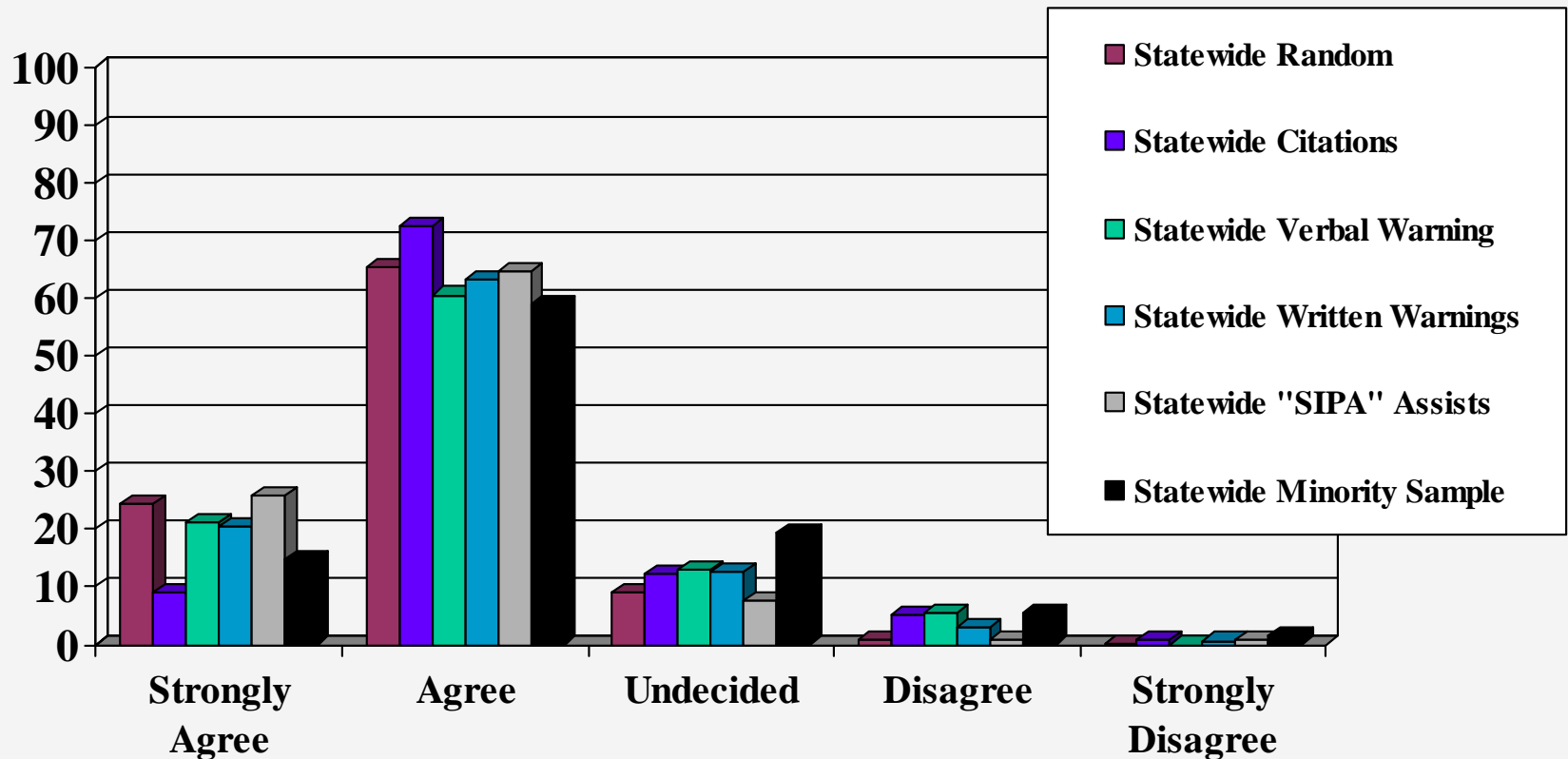
\_\_\_ *Strongly Agree*    \_\_\_ *Agree*    \_\_\_ *Undecided*    \_\_\_ *Disagree*    \_\_\_ *Strongly Disagree*



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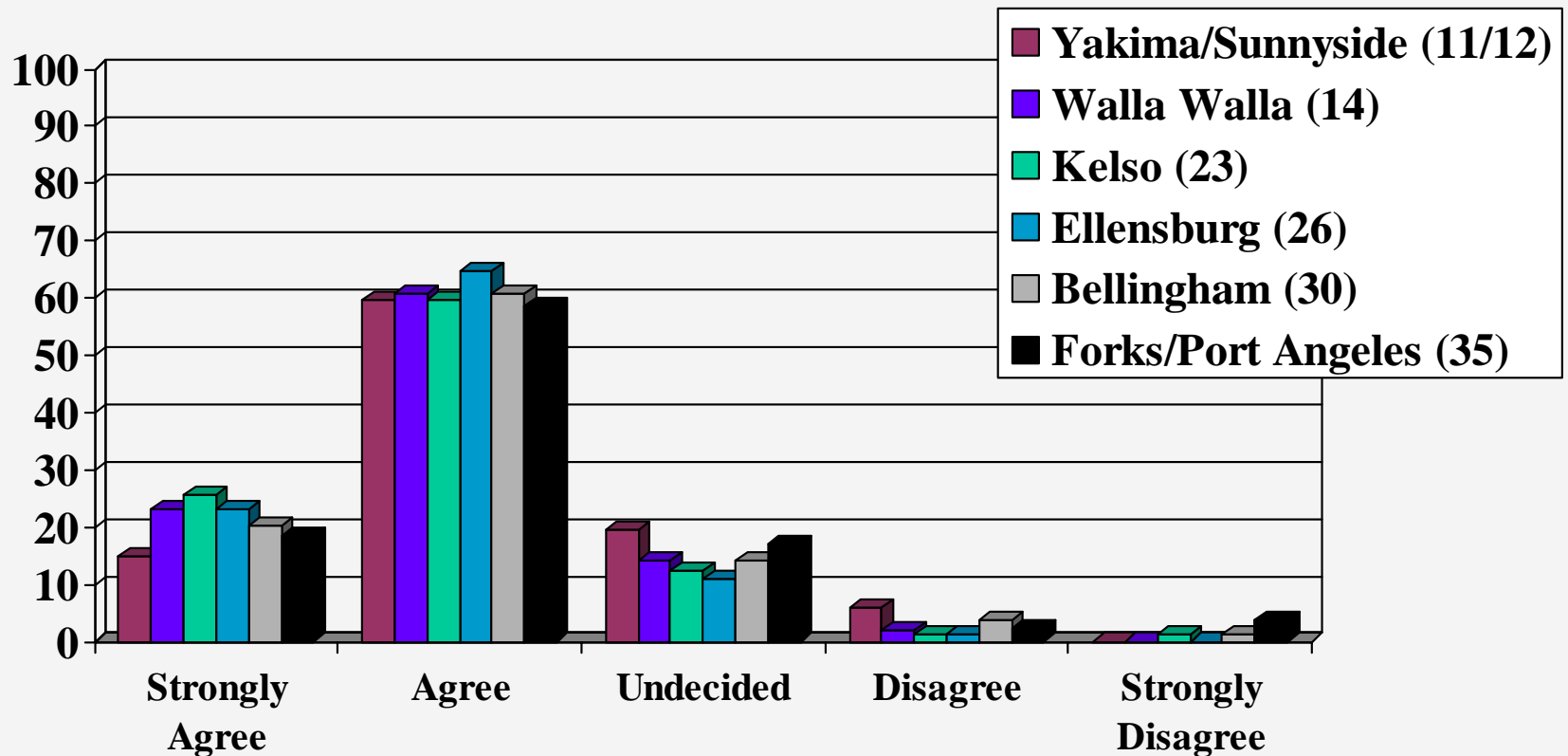
\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



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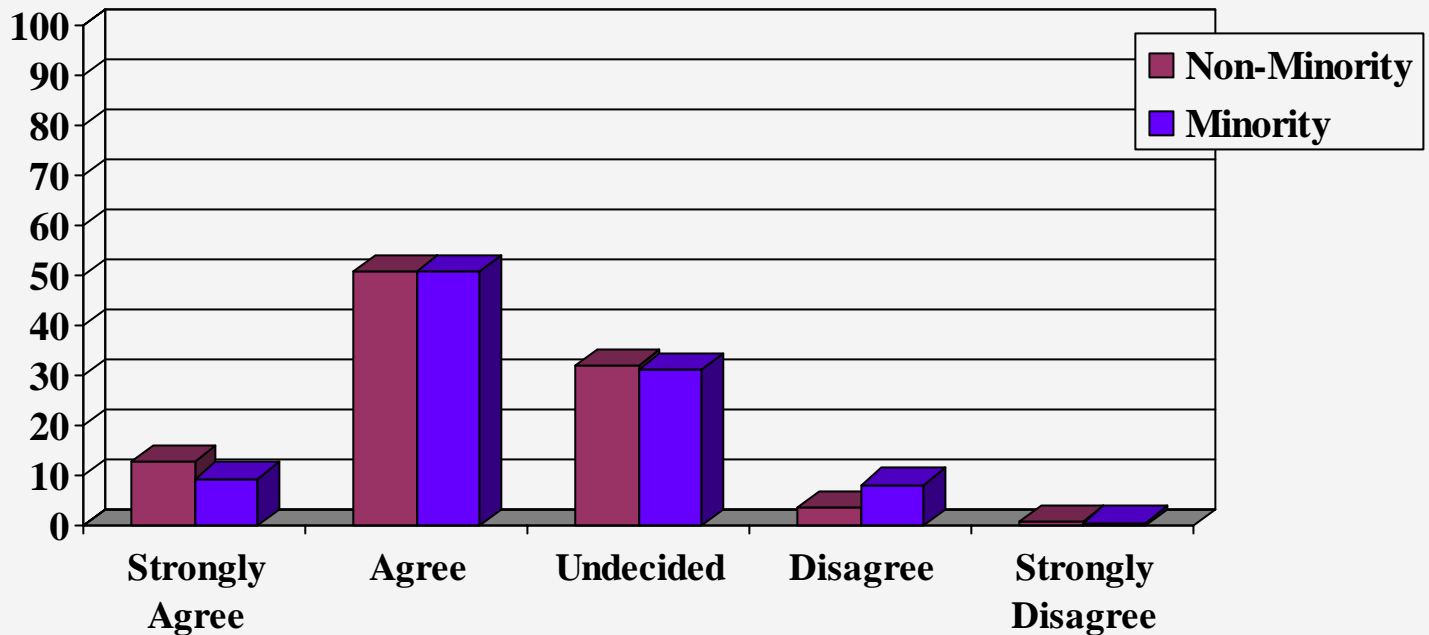
\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



# WSP Troopers Responsive

Question: "In general, WSP troopers are responsive to local issues."

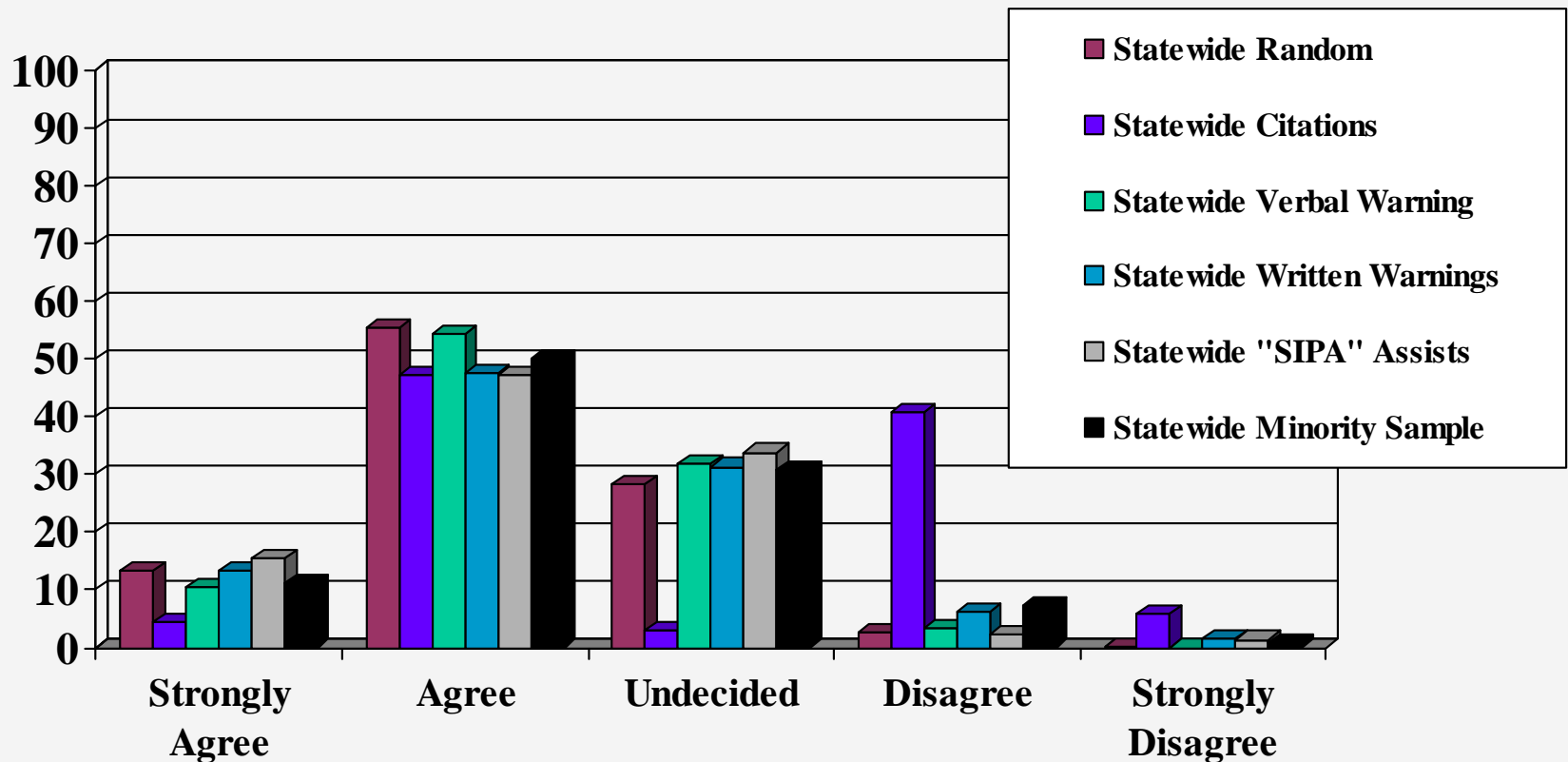
Strongly Agree   Agree   Undecided   Disagree   Strongly Disagree



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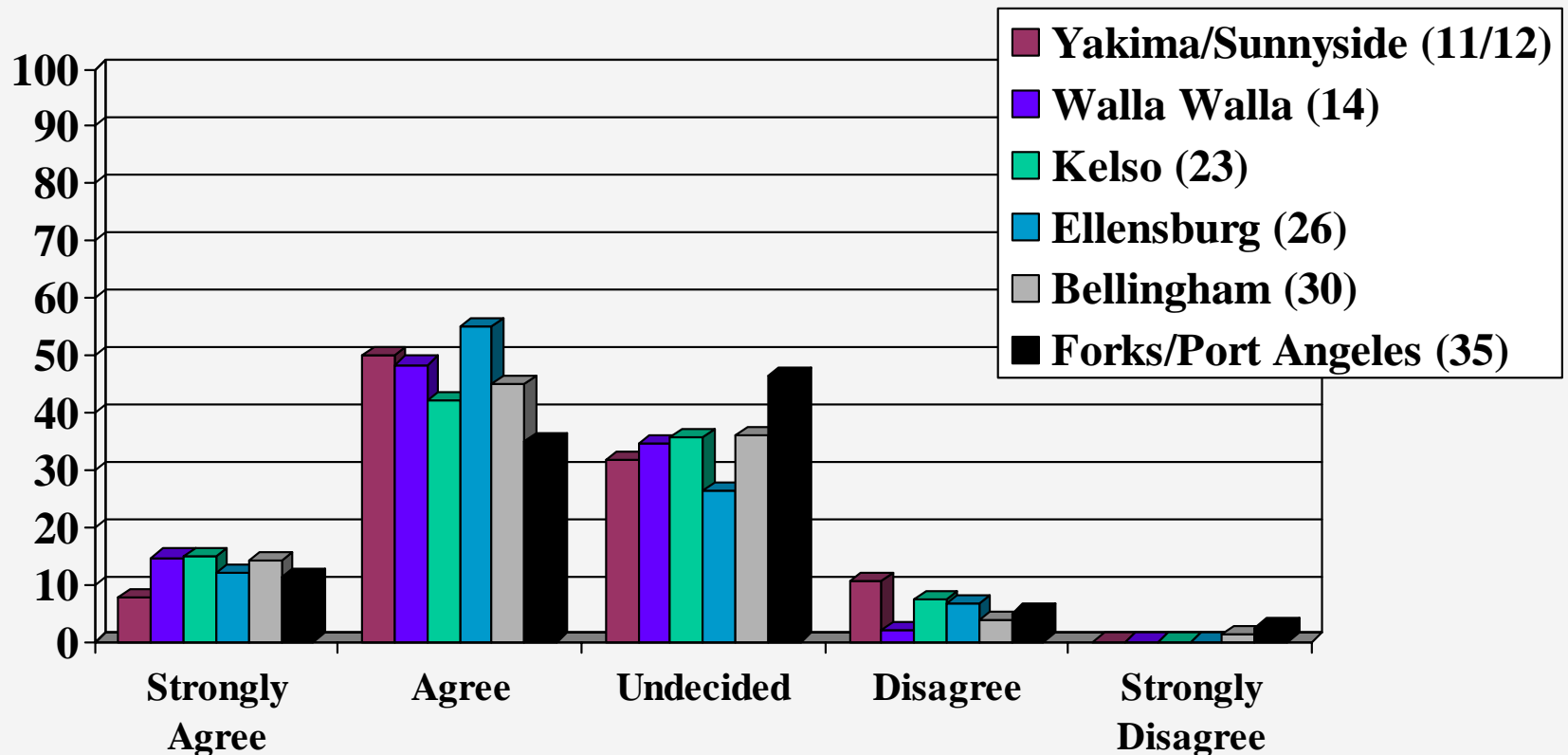
\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



# WSP Troopers Responsive (APA-Specific)

Question: "In general, WSP troopers are responsive to local issues."

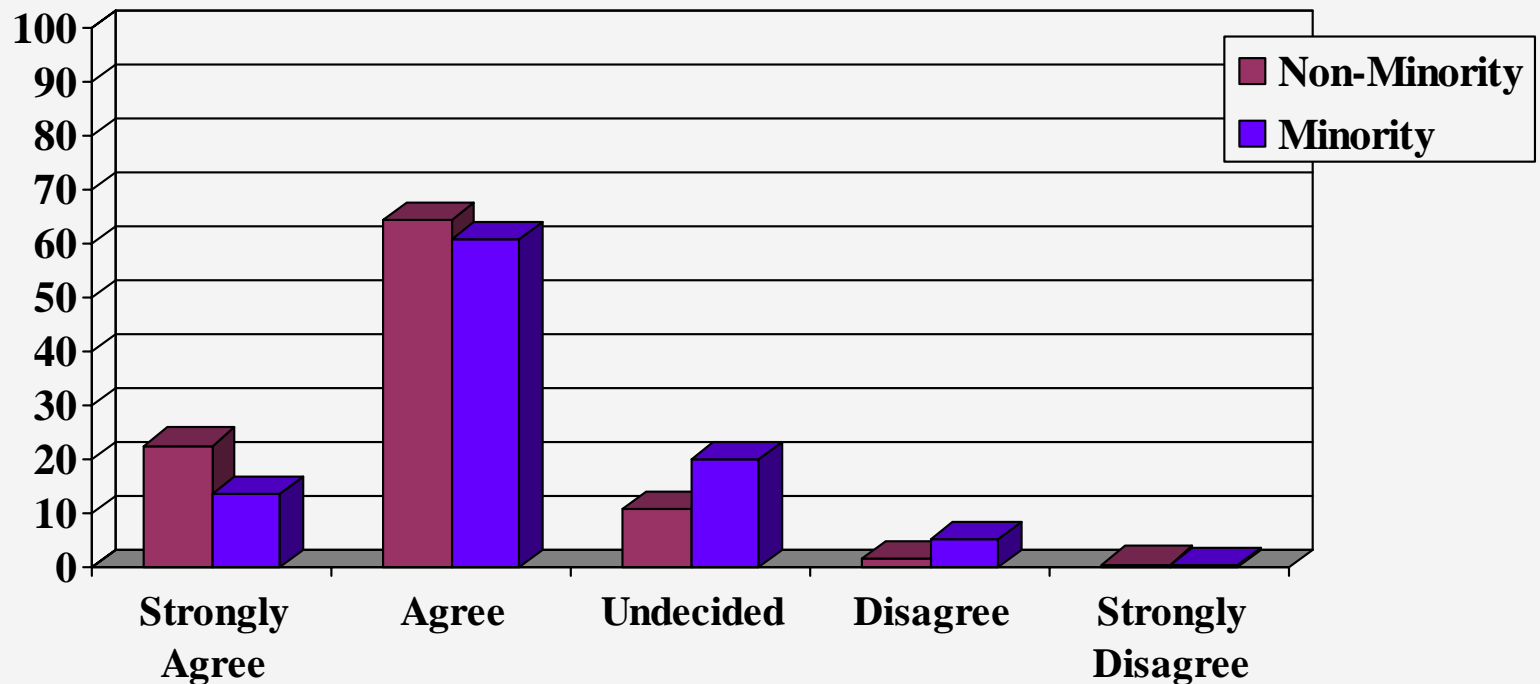
\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



# WSP Troopers Competent

Question: "In general, WSP troopers are competent."

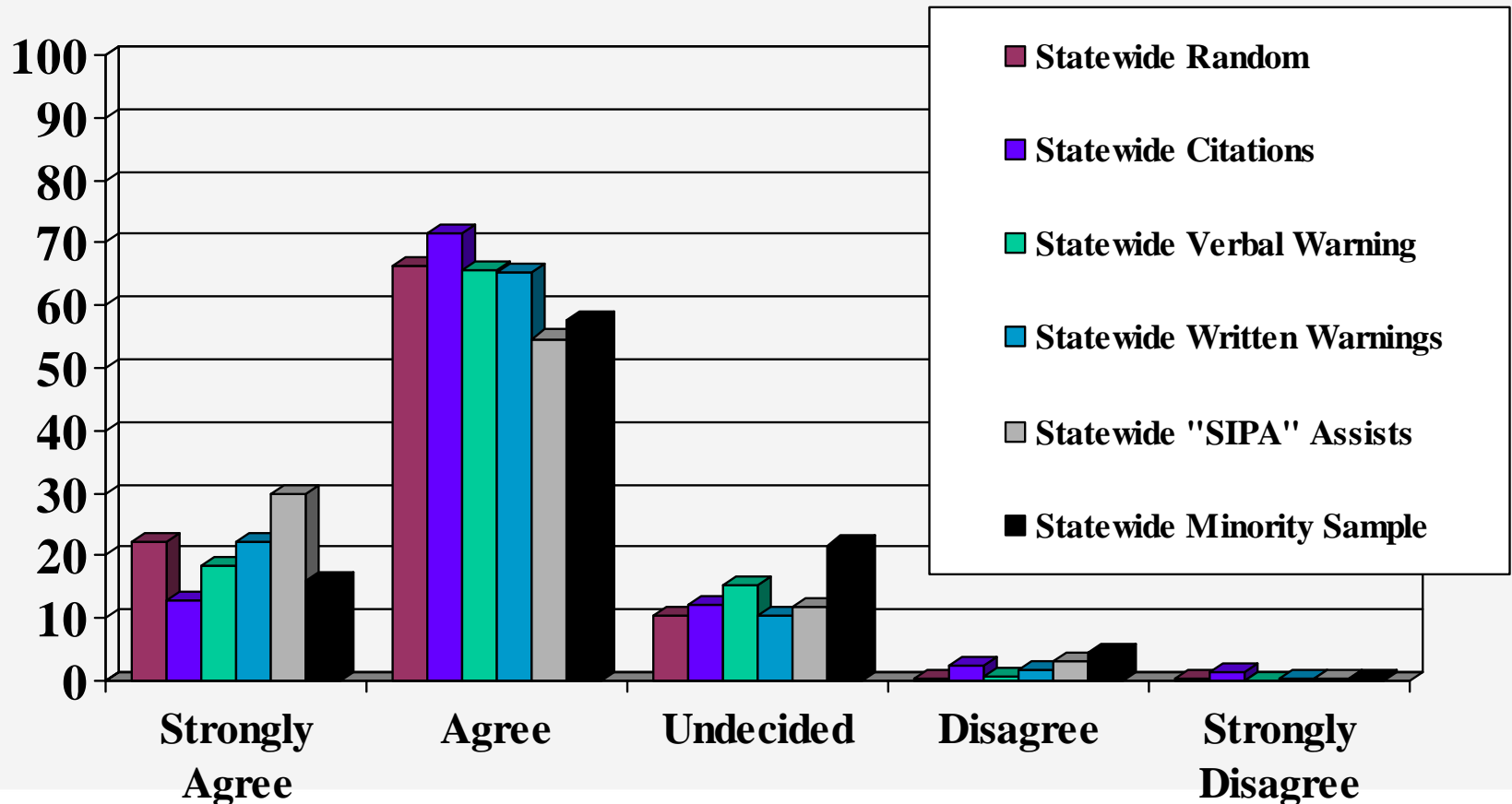
Strongly Agree   Agree   Undecided   Disagree   Strongly Disagree



# Comparison: WSP Troopers Competent

Question: "In general, WSP troopers are competent."

\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*

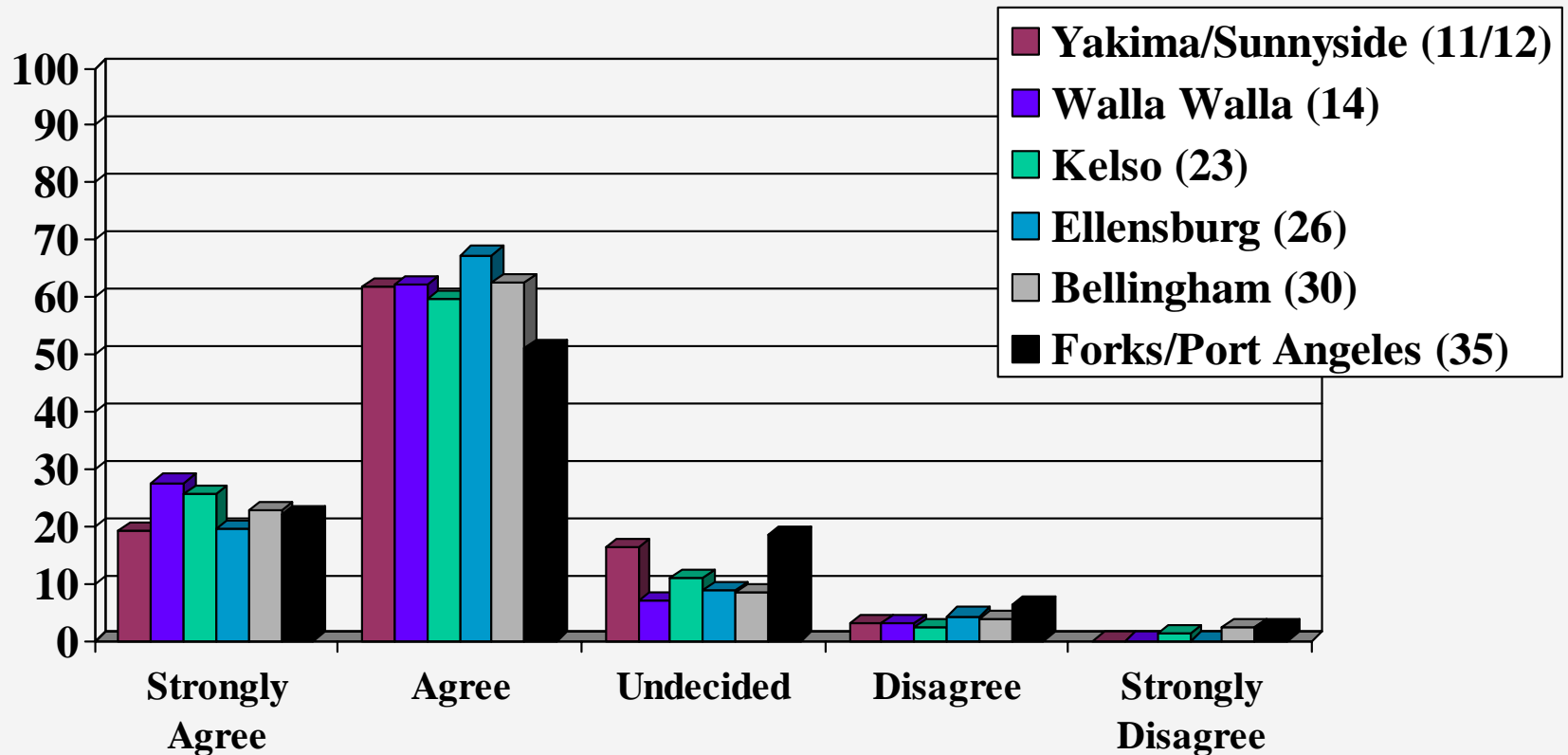




# WSP Troopers Competent (APA-Specific)

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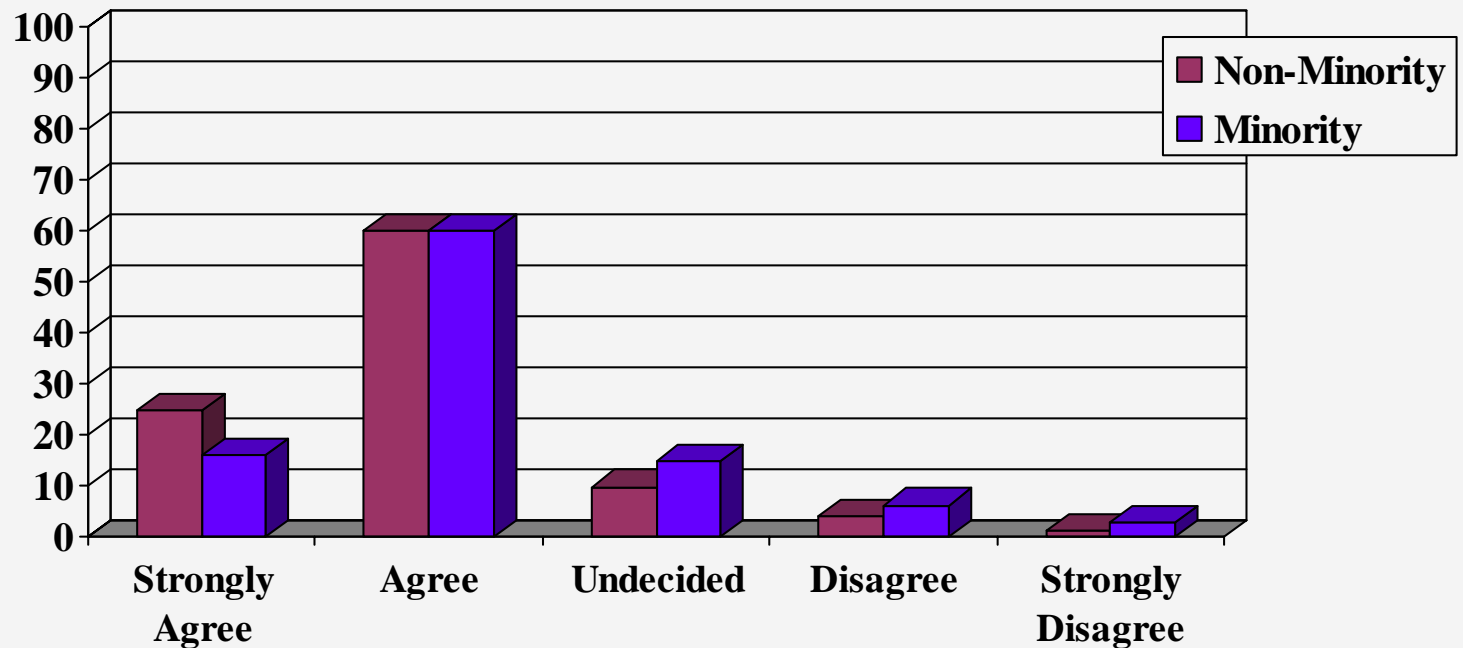
\_\_\_ *Strongly Agree* \_\_\_ *Agree* \_\_\_ *Undecided* \_\_\_ *Disagree* \_\_\_ *Strongly Disagree*



# WSP Troopers Polite

Question: “Generally, WSP troopers are polite and use appropriate manners in their contacts with citizens.”

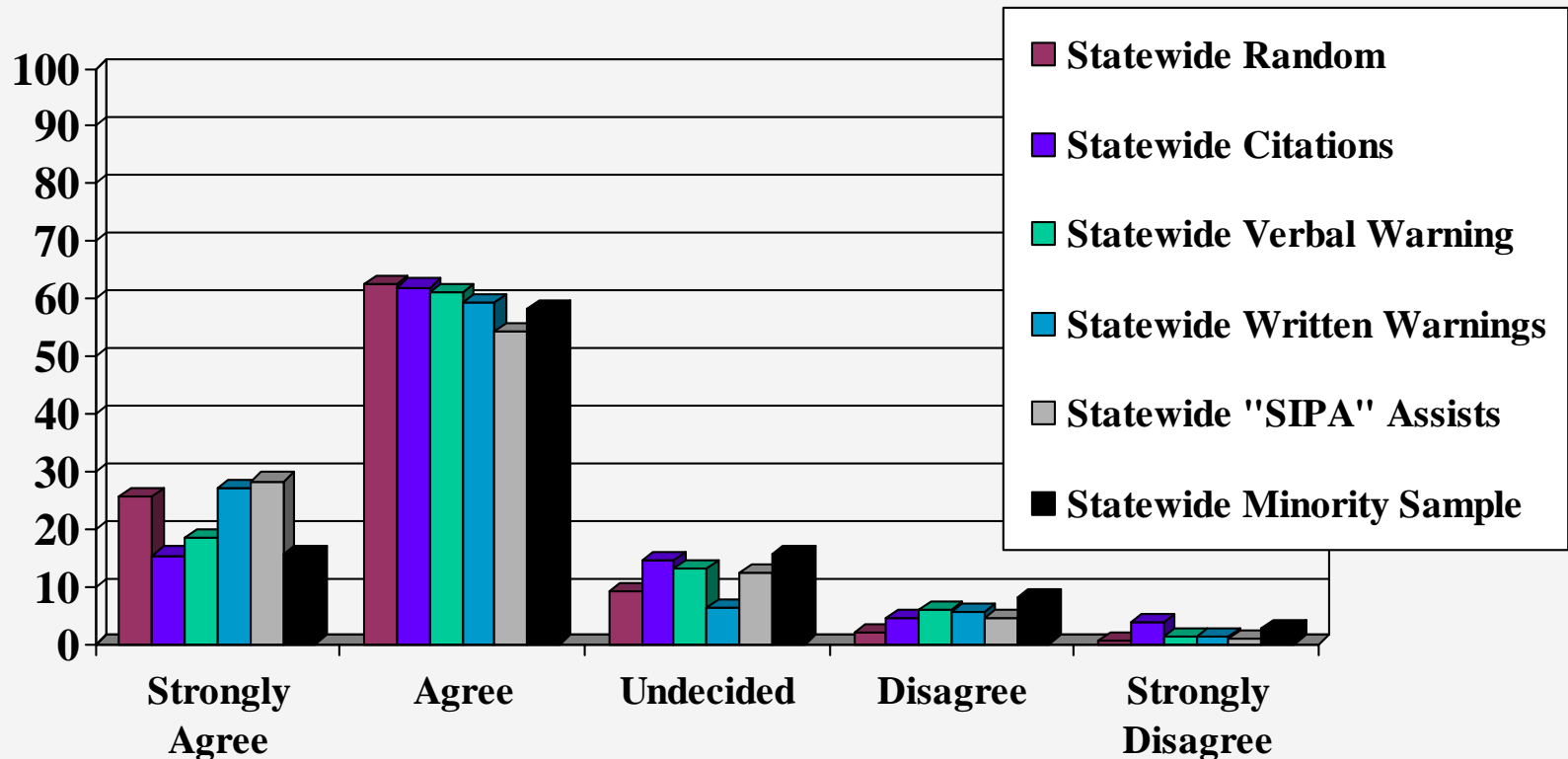
\_\_\_ *Strongly Agree*    \_\_\_ *Agree*    \_\_\_ *Undecided*    \_\_\_ *Disagree*    \_\_\_ *Strongly Disagree*



# Comparison: WSP Troopers Polite

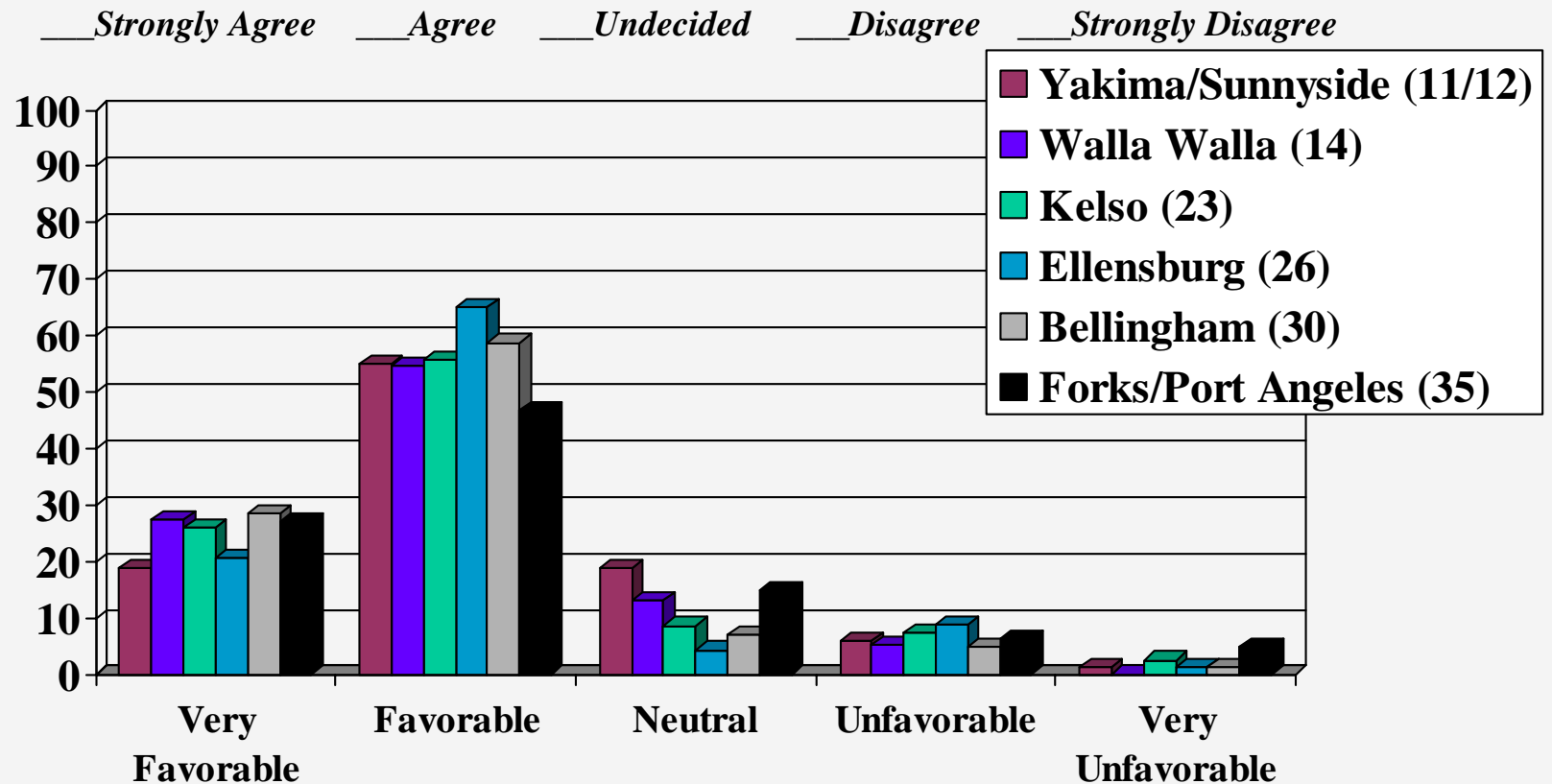
Question: "Generally, WSP troopers are polite and use appropriate manners in their contacts with citizens."

\_\_\_ *Strongly Agree*    \_\_\_ *Agree*    \_\_\_ *Undecided*    \_\_\_ *Disagree*    \_\_\_ *Strongly Disagree*



# WSP Troopers Polite (APA-Specific)

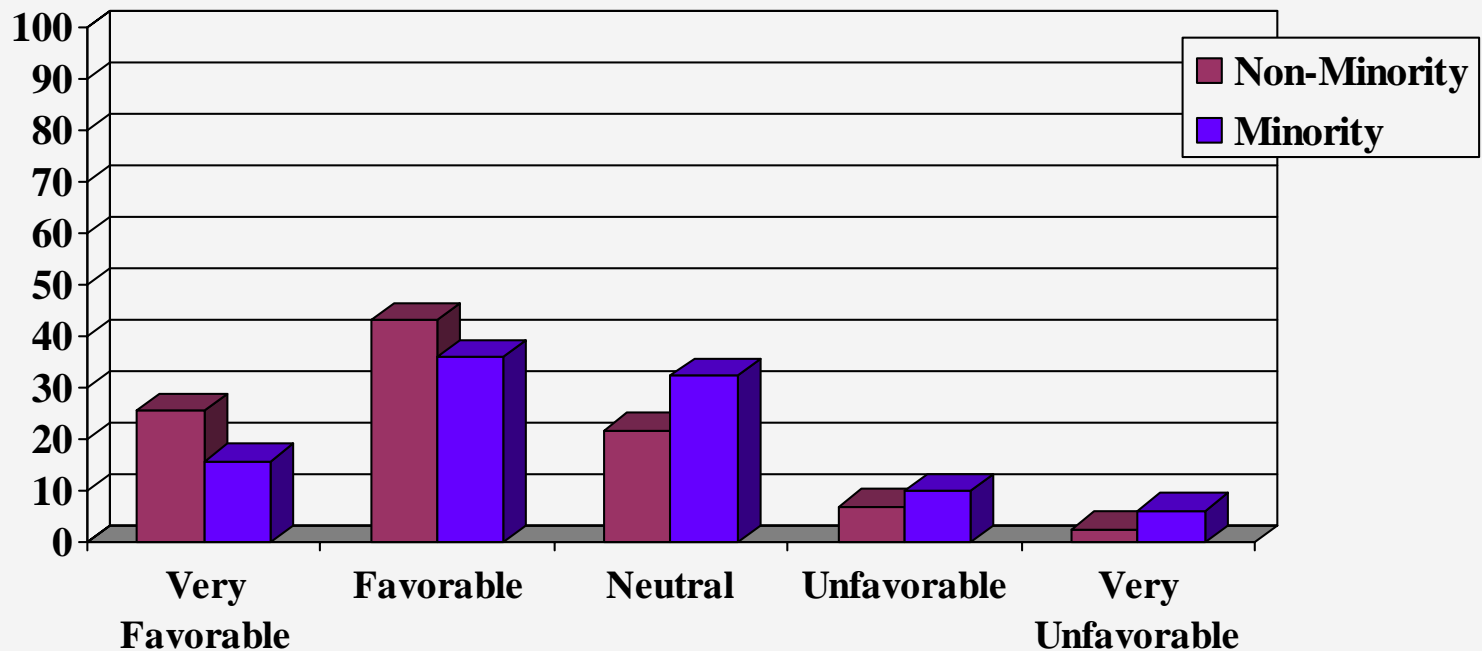
Question: "Generally, WSP troopers are polite and use appropriate manners in their contacts with citizens."



# Impression of Contact with WSP

Question: "What is your over-all impression of the most recent contact you have had with a WSP trooper?"

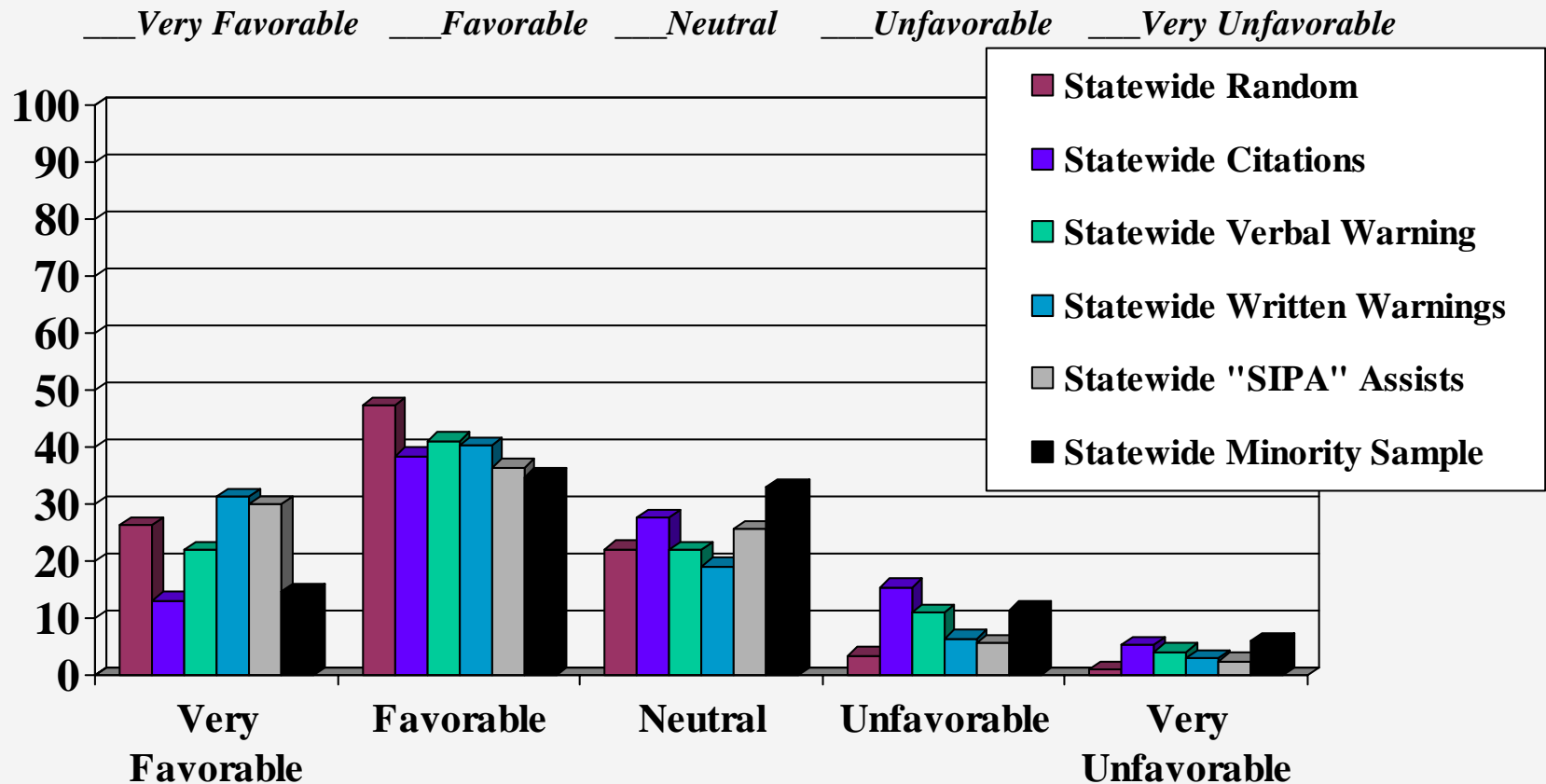
\_\_\_ *Very Favorable*    \_\_\_ *Favorable*    \_\_\_ *Neutral*    \_\_\_ *Unfavorable*    \_\_\_ *Very Unfavorable*



# Comparison:

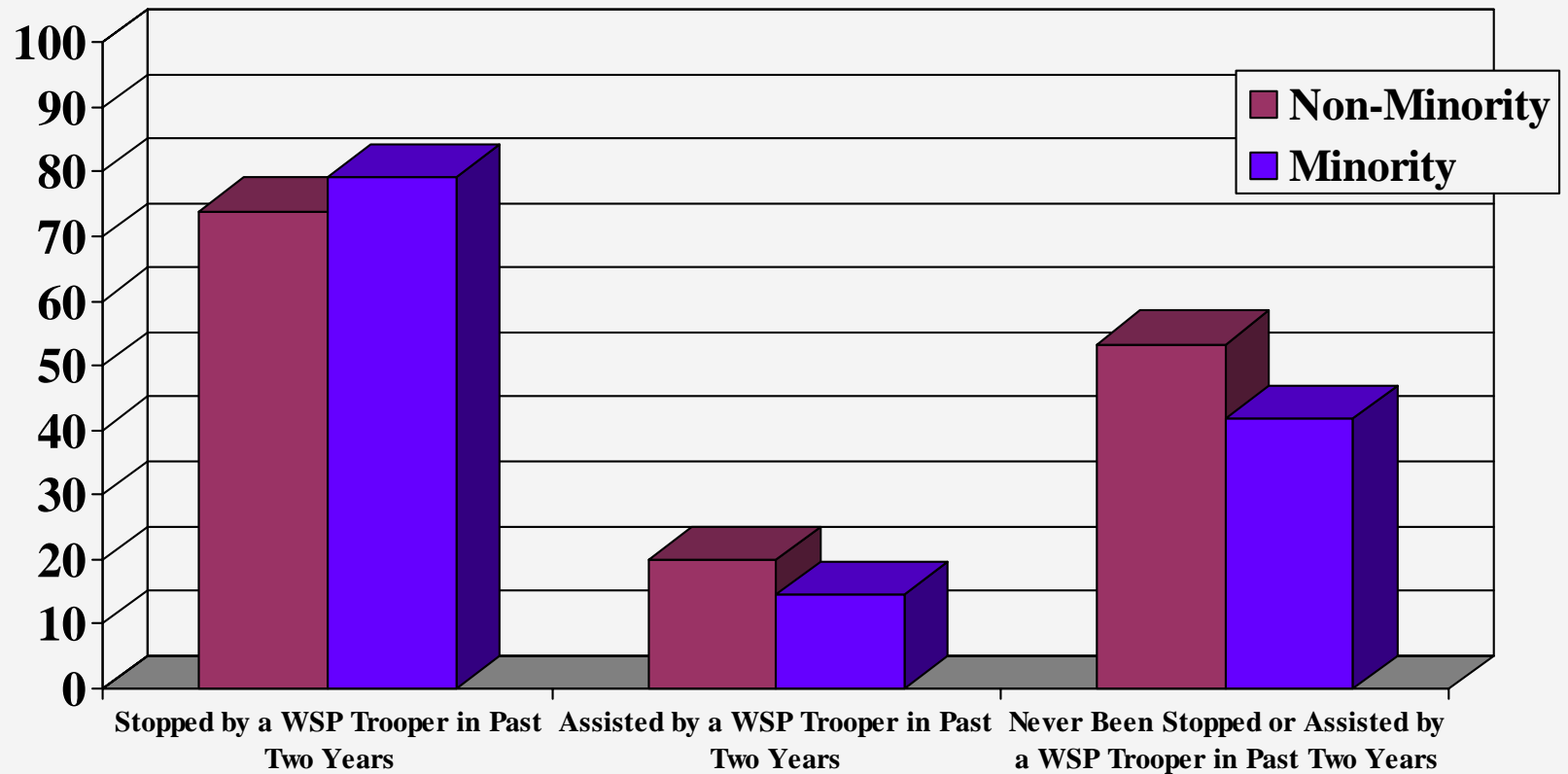
## Impression of Contact with WSP

Question: "What is your over-all impression of the most recent contact you have had with a WSP trooper?"



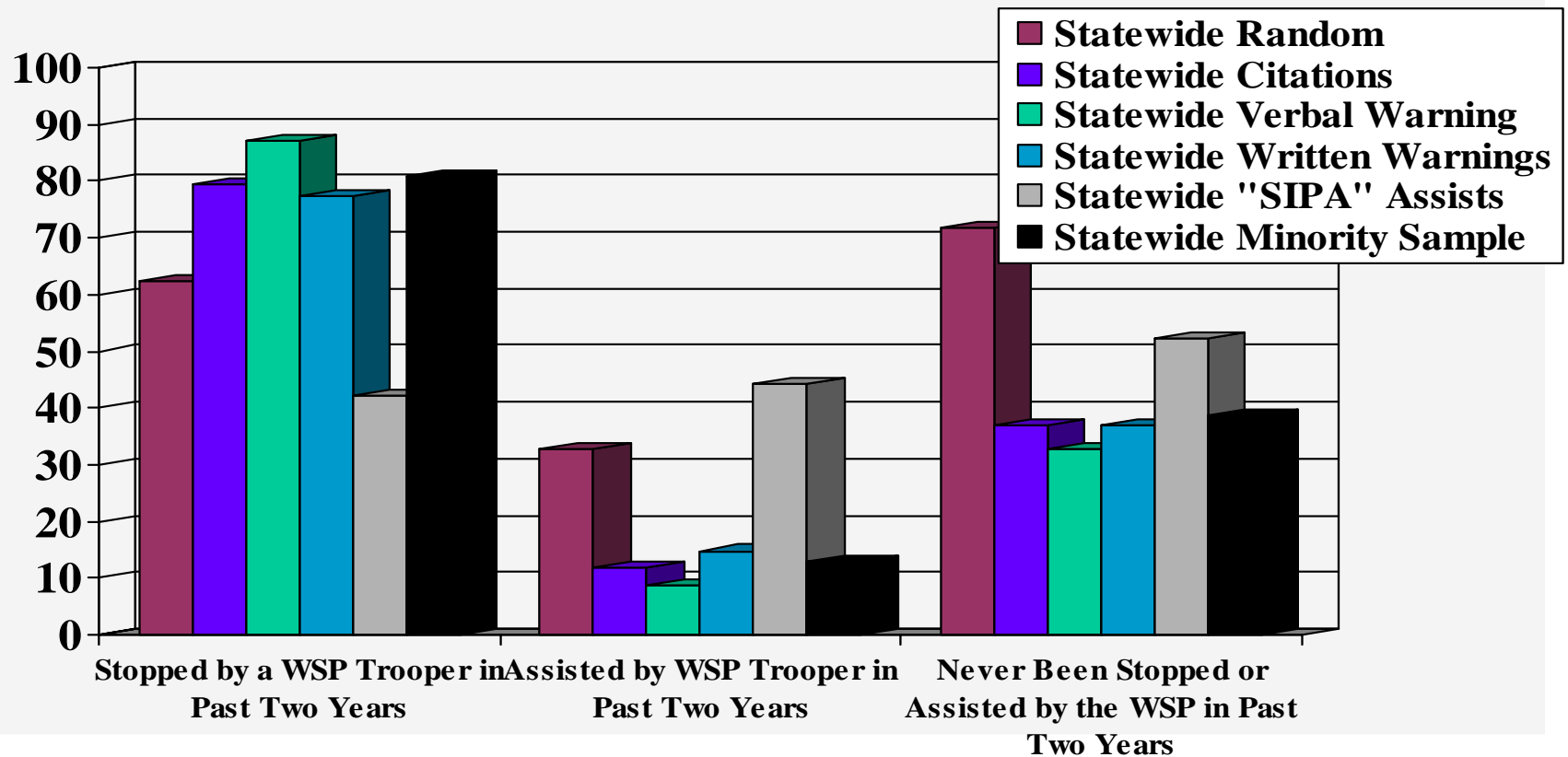
# Comparison: Stopped or Assisted in Past Two Years

Question: "Have you been stopped or assisted by a WSP trooper in the past two years?"  
\_\_\_Yes \_\_\_No      *If Yes, were you: \_\_\_Stopped \_\_\_or Assisted*



# Comparison: Stopped or Assisted in Past Two Years

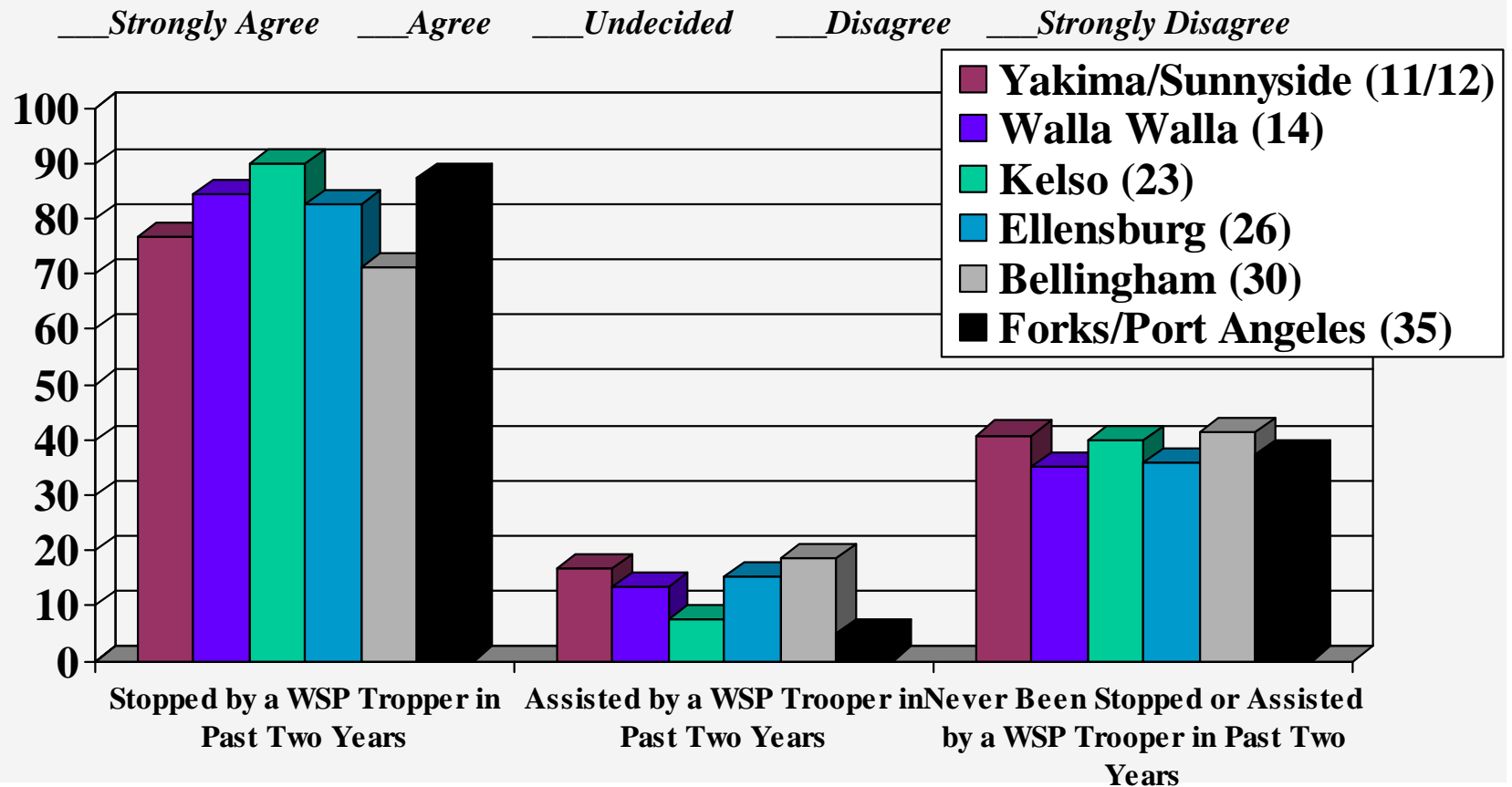
Question: "Have you been stopped or assisted by a WSP trooper in the past two years?"  
 \_\_\_Yes \_\_\_No      If Yes, were you: \_\_\_Stopped \_\_\_or Assisted





# Stopped or Assisted (APA-Specific)

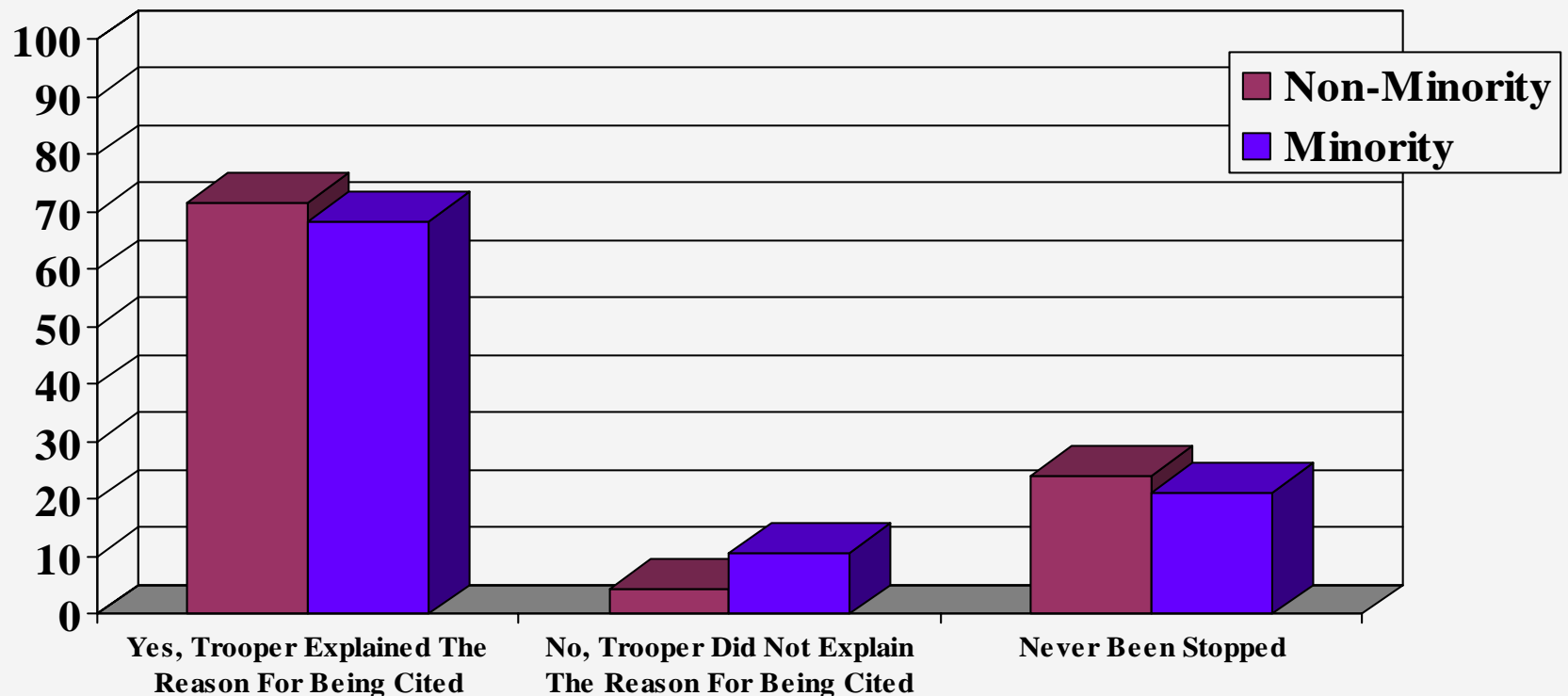
Question: "Generally, WSP troopers are polite and use appropriate manners in their contacts with citizens."



# Comparison: Explanation After Receiving a Warning/Ticket

Question: “If you ever received *either* a ticket or a warning, did the WSP trooper explain to you clearly why you were being cited (given a ticket/warning)?

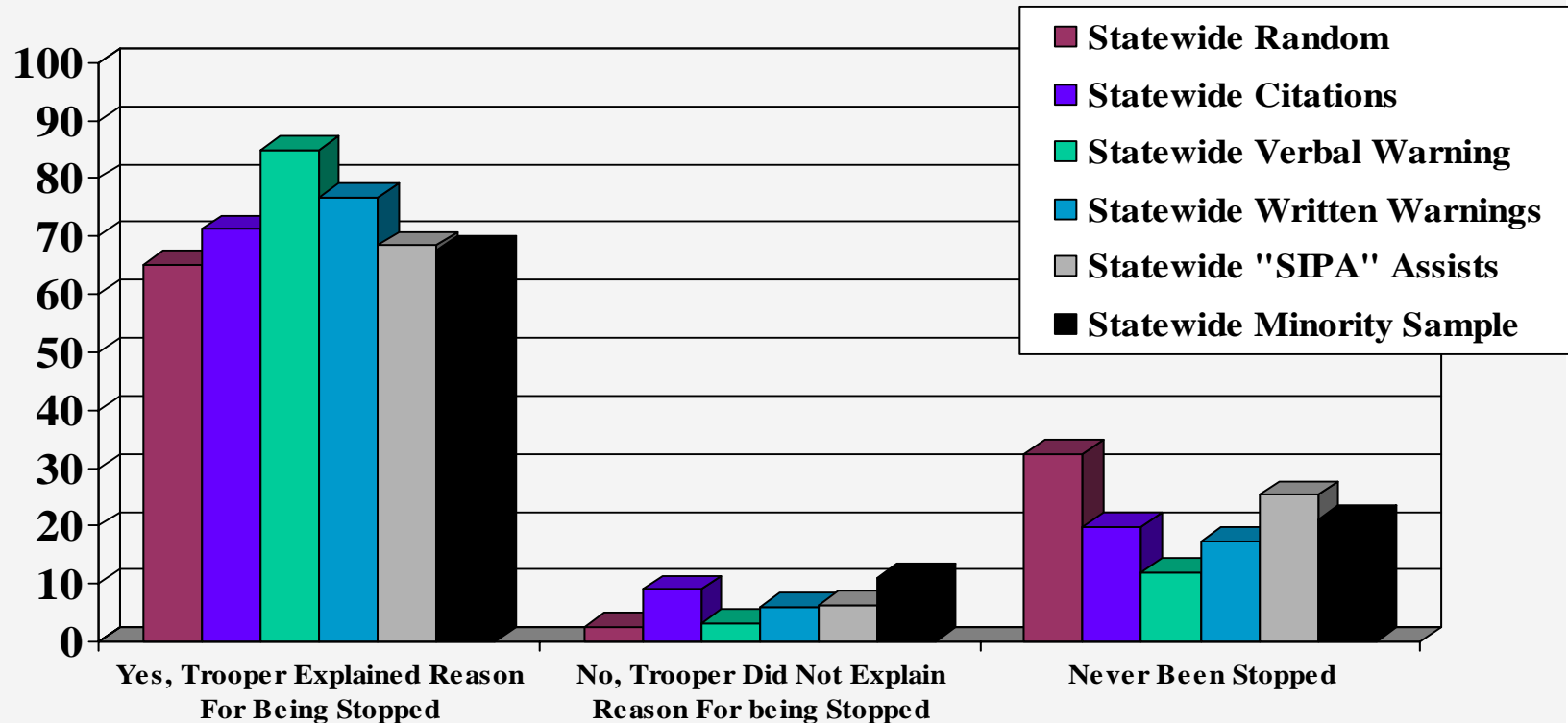
\_\_\_Yes \_\_\_No \_\_\_Never been stopped



# Comparison: Explanation After Receiving a Warning/Ticket

Question: "If you ever received *either* a ticket or a warning, did the WSP trooper explain to you clearly why you were being cited (given a ticket/warning)?"

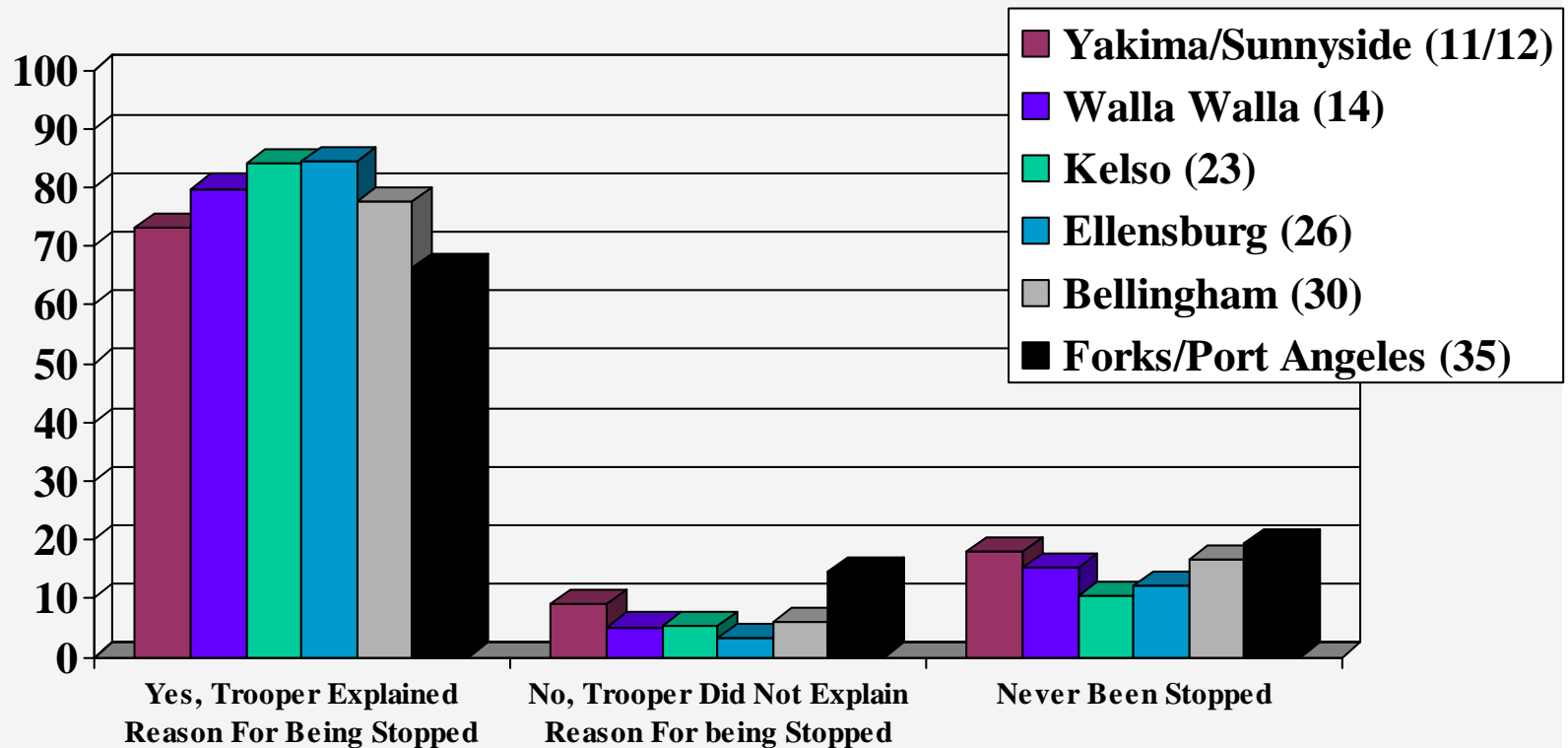
\_\_\_Yes    \_\_\_No    \_\_\_Never been stopped



# Explanation After Receiving a Ticket (APA-Specific)

Question: “Question: “If you ever received *either* a ticket or a warning, did the WSP trooper explain to you clearly why you were being cited (given a ticket/warning)?”

\_\_\_Yes    \_\_\_No    \_\_\_Never been stopped



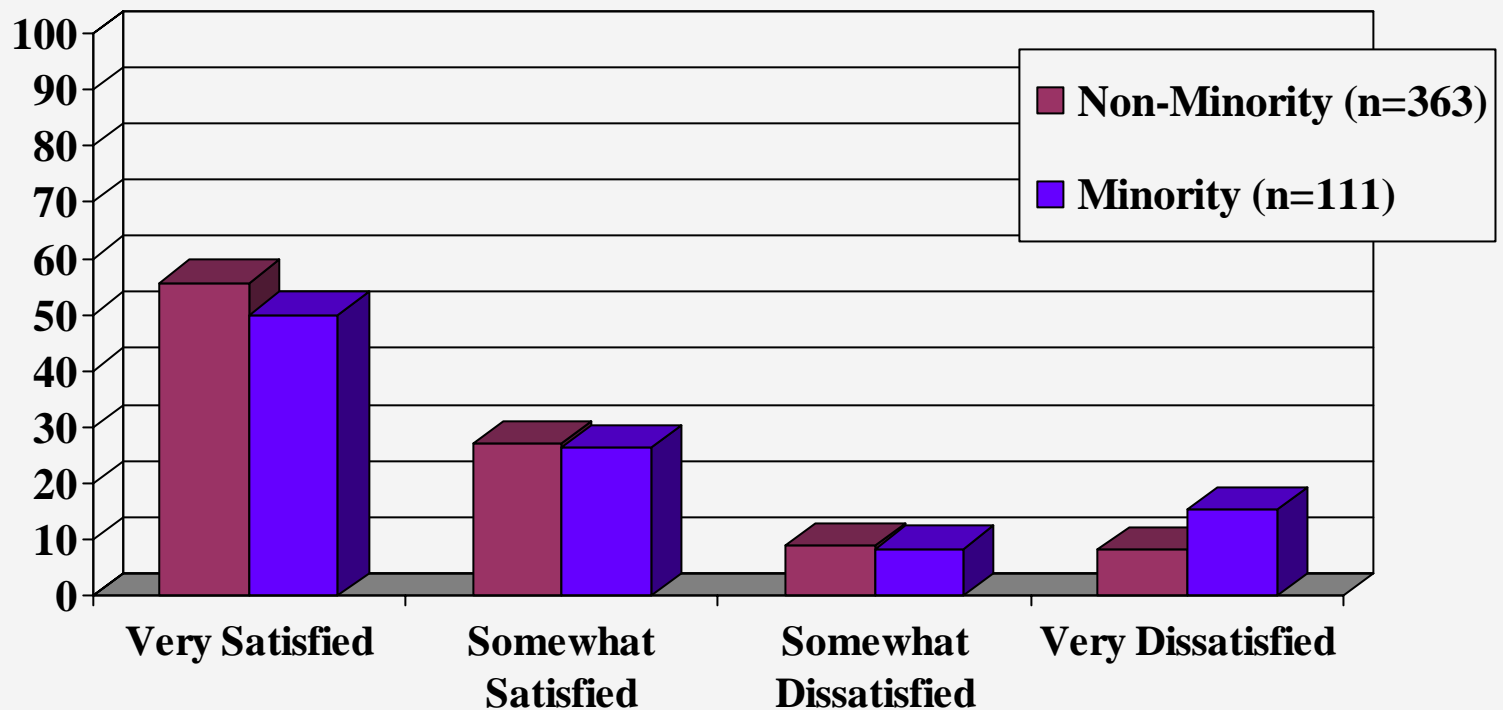
# Contact With WSP For Service

Question: "Have you contacted the WSP for service of any type during the past two years?"

☐ *Yes*    ☐ *No*

"If yes, were you satisfied with the service you received?"

☐ *Very Satisfied*    ☐ *Somewhat Satisfied*    ☐ *Somewhat Dissatisfied*    ☐ *Very Dissatisfied*



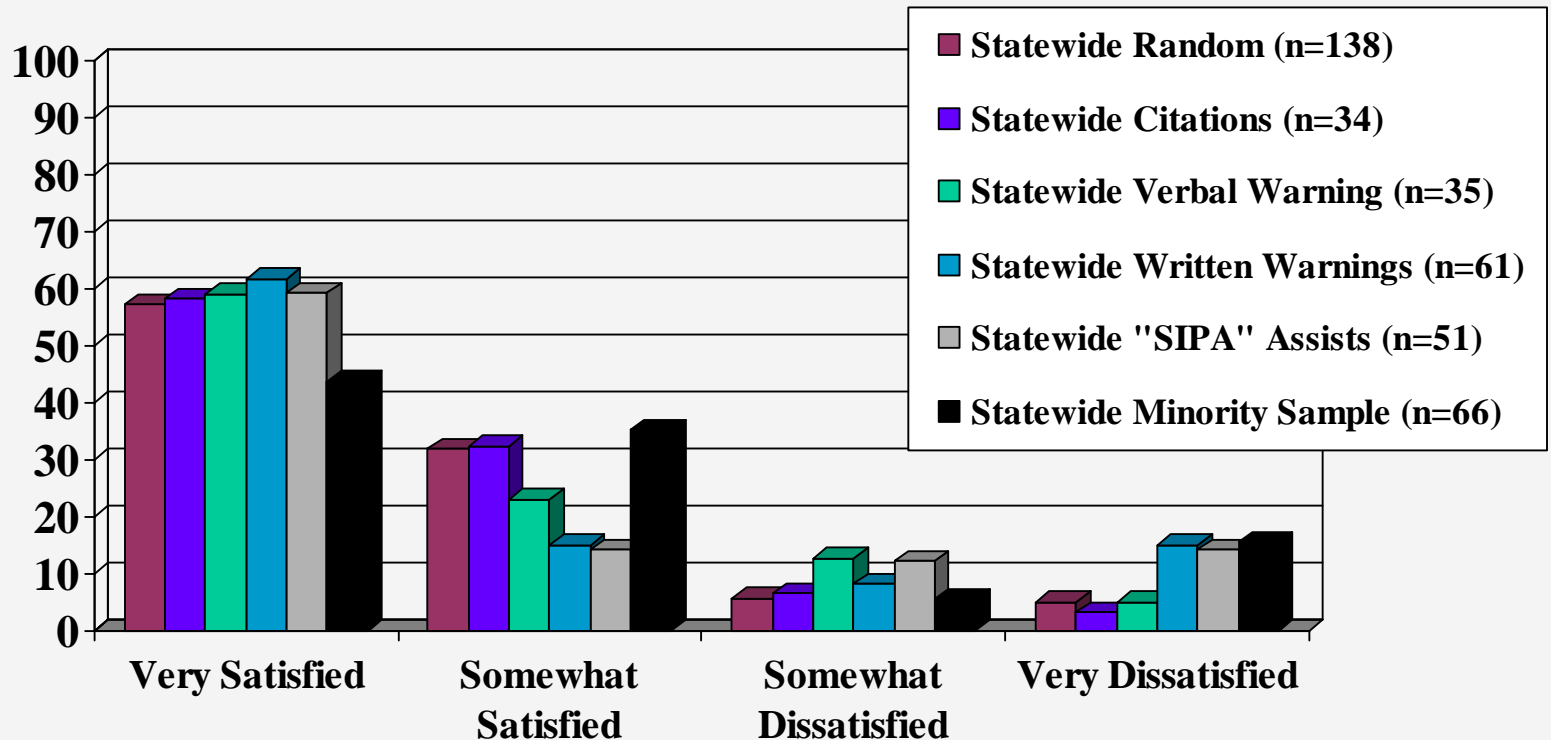
# Contact With WSP For Service

Question: "Have you contacted the WSP for service of any type during the past two years?"

\_\_\_Yes \_\_\_No

"If yes, were you satisfied with the service you received?"

\_\_\_Very Satisfied \_\_\_Somewhat Satisfied \_\_\_Somewhat Dissatisfied \_\_\_Very Dissatisfied



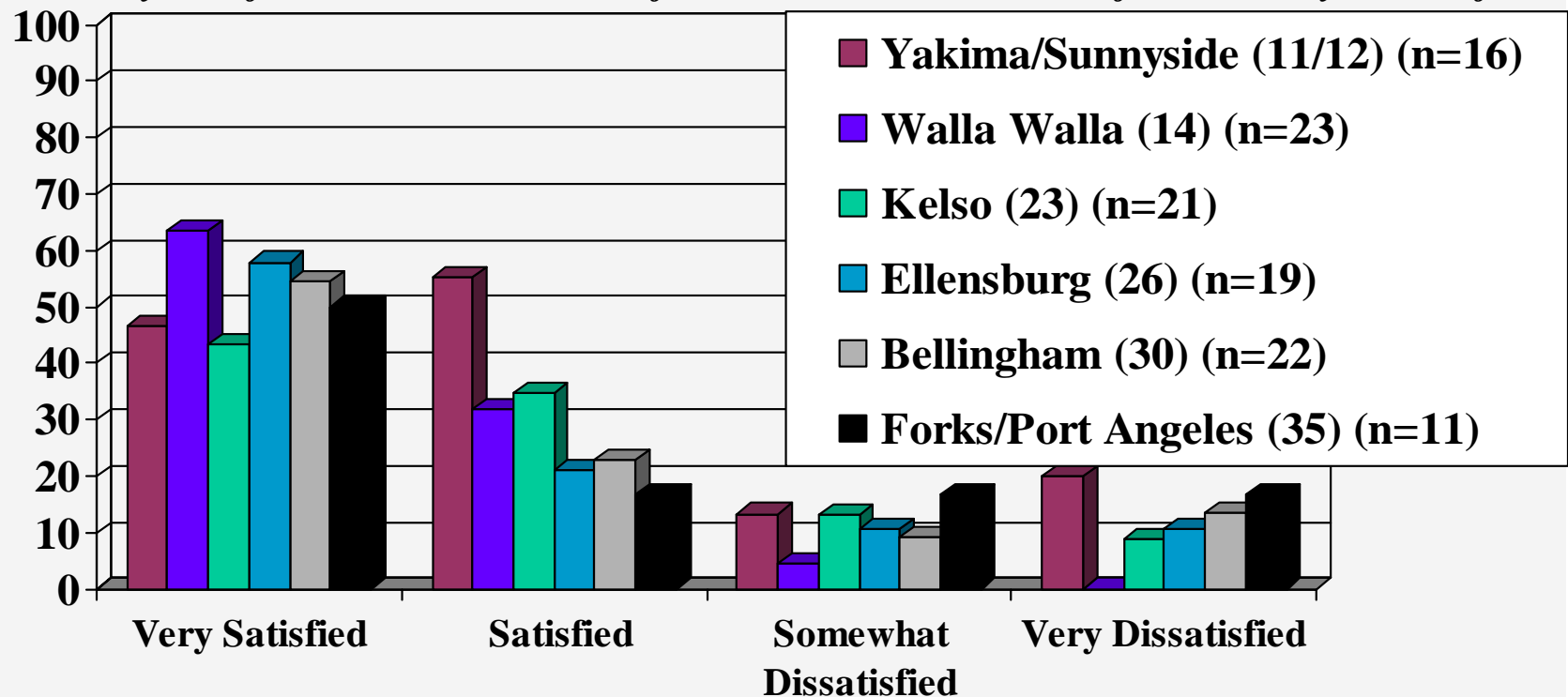
# Contact With WSP For Service (APA-Specific)

Question: "Have you contacted the WSP for service of any type during the past two years?"

\_\_\_Yes \_\_\_No

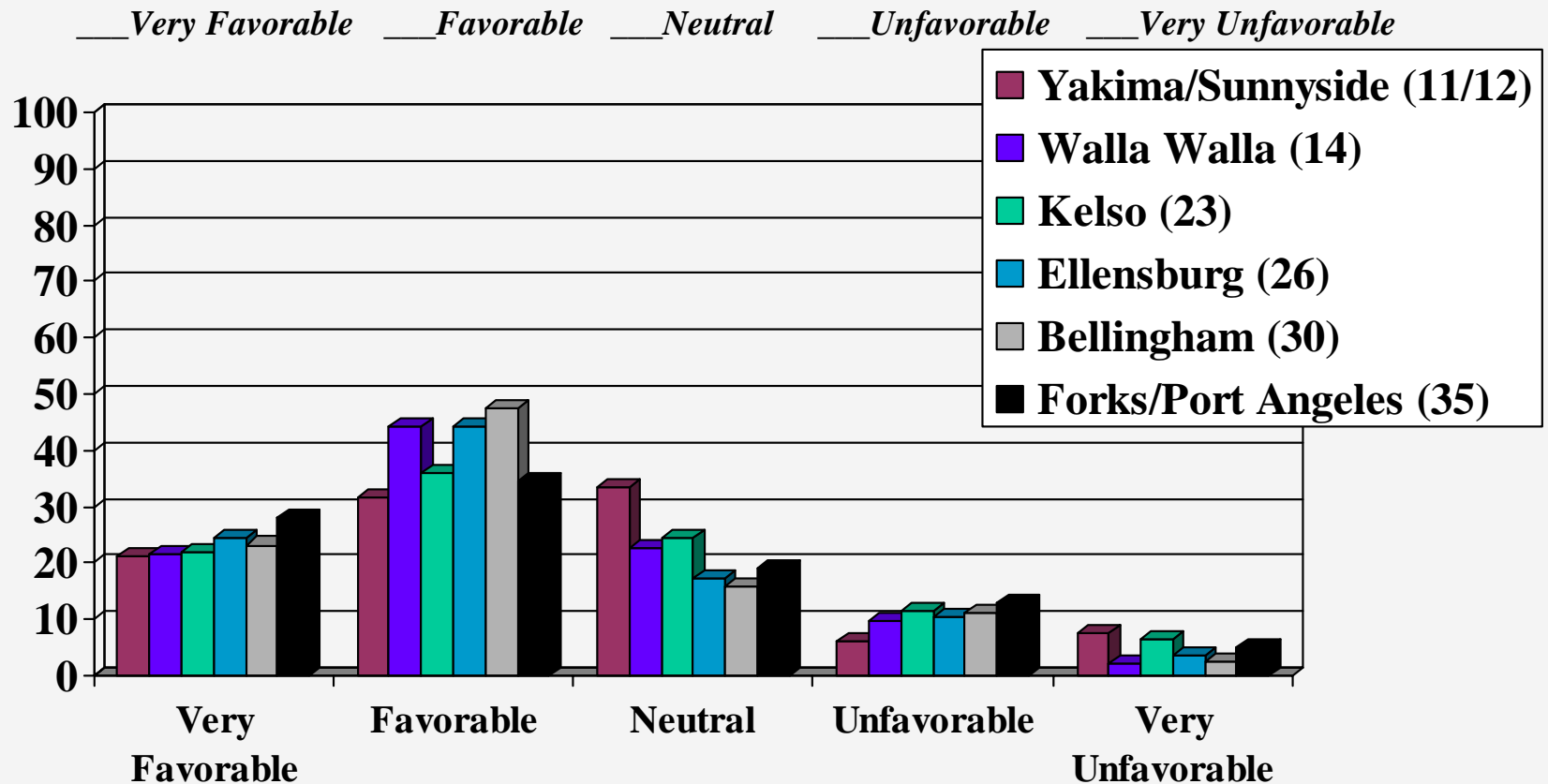
"If yes, were you satisfied with the service you received?"

\_\_\_Very Satisfied \_\_\_Somewhat Satisfied \_\_\_Somewhat Dissatisfied \_\_\_Very Dissatisfied



# WSP Troopers Contact (APA-Specific)

Question: "What is your over-all impression of the most recent contact you have had with a WSP trooper?"

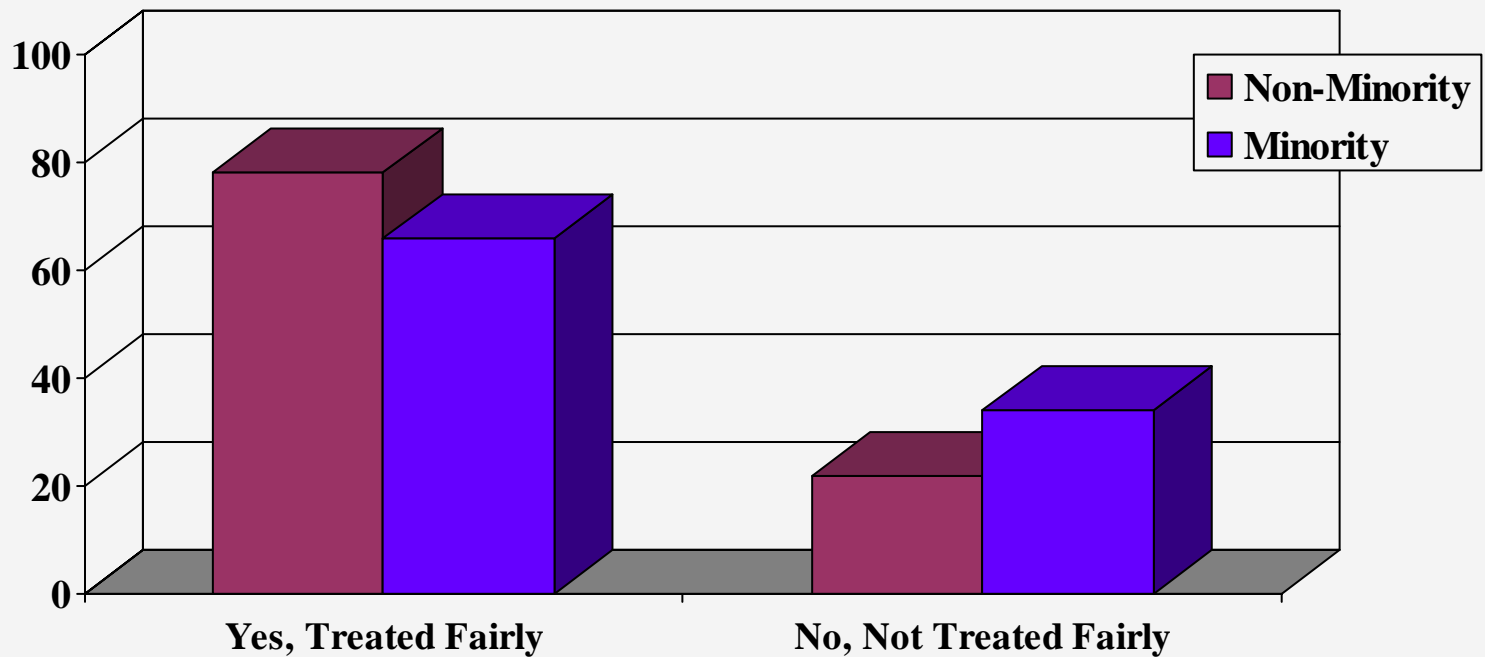




# Fair Treatment by WSP

Question: "If you ever received a traffic ticket from a WSP trooper, did you feel you were treated fairly?"

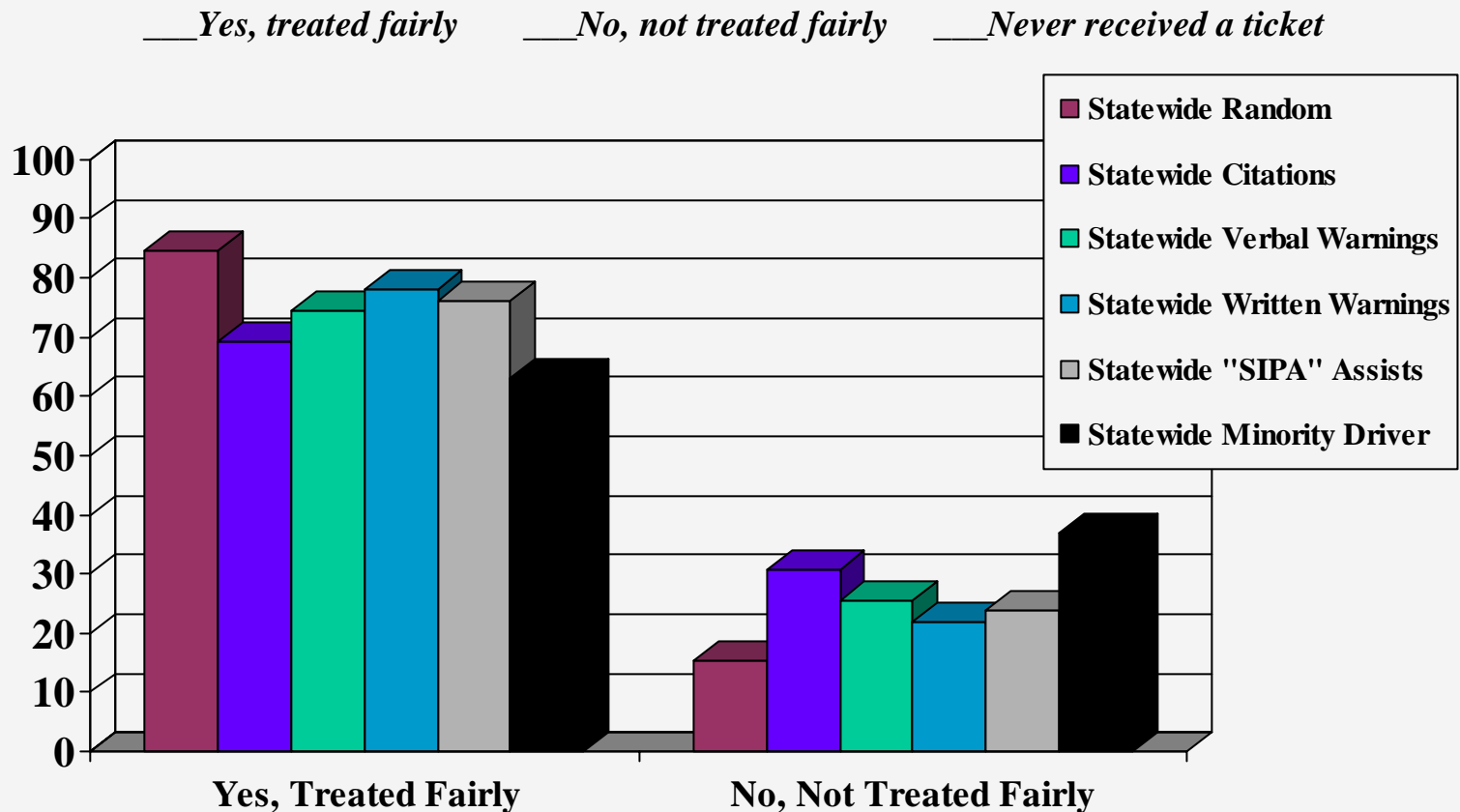
*\_\_\_Yes, treated fairly    \_\_\_No, not treated fairly    \_\_\_Never received a ticket*



# Comparison:

## Fair Treatment by WSP

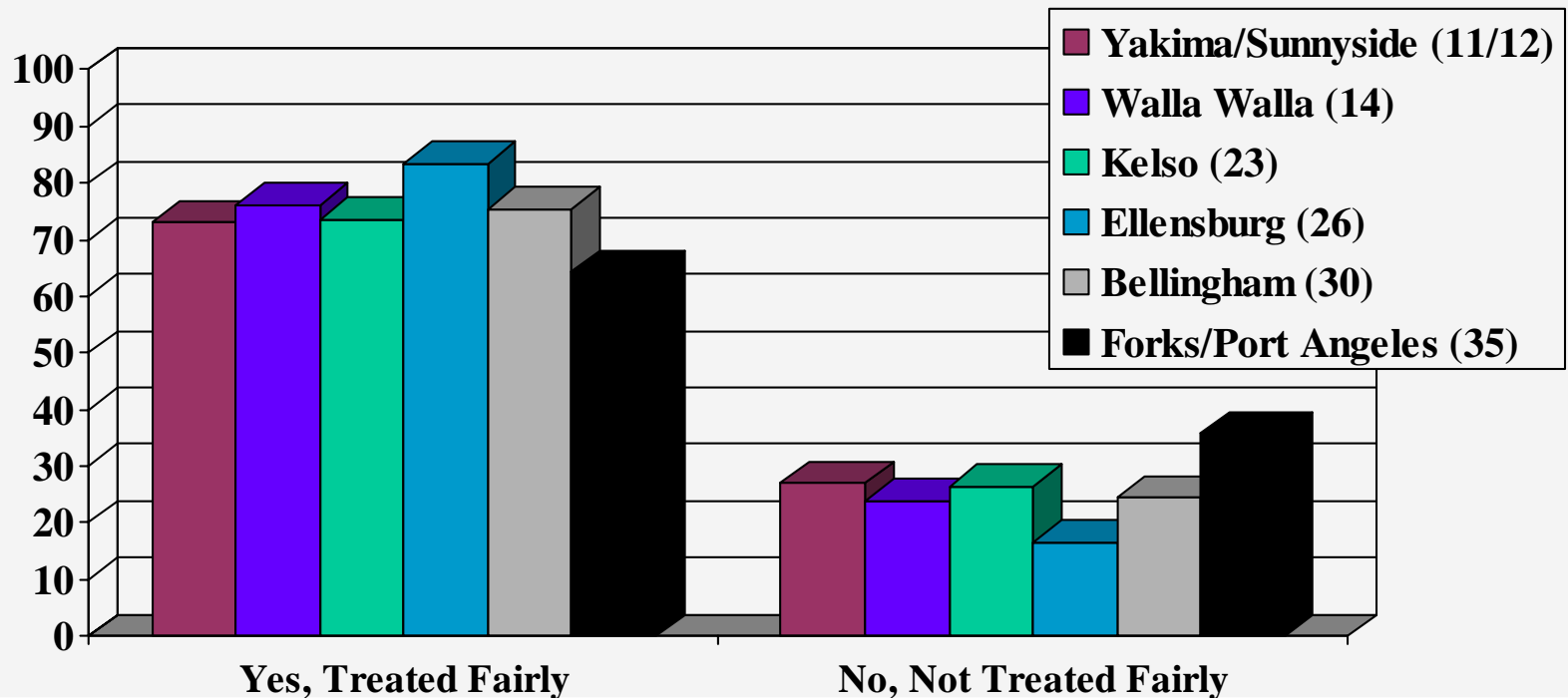
Question: "If you ever received a traffic ticket from a WSP trooper, did you feel you were treated fairly?"



# Fair Treatment by WSP (APA-Specific)

Question: "If you ever received a traffic ticket from a WSP trooper, did you feel you were treated fairly?"

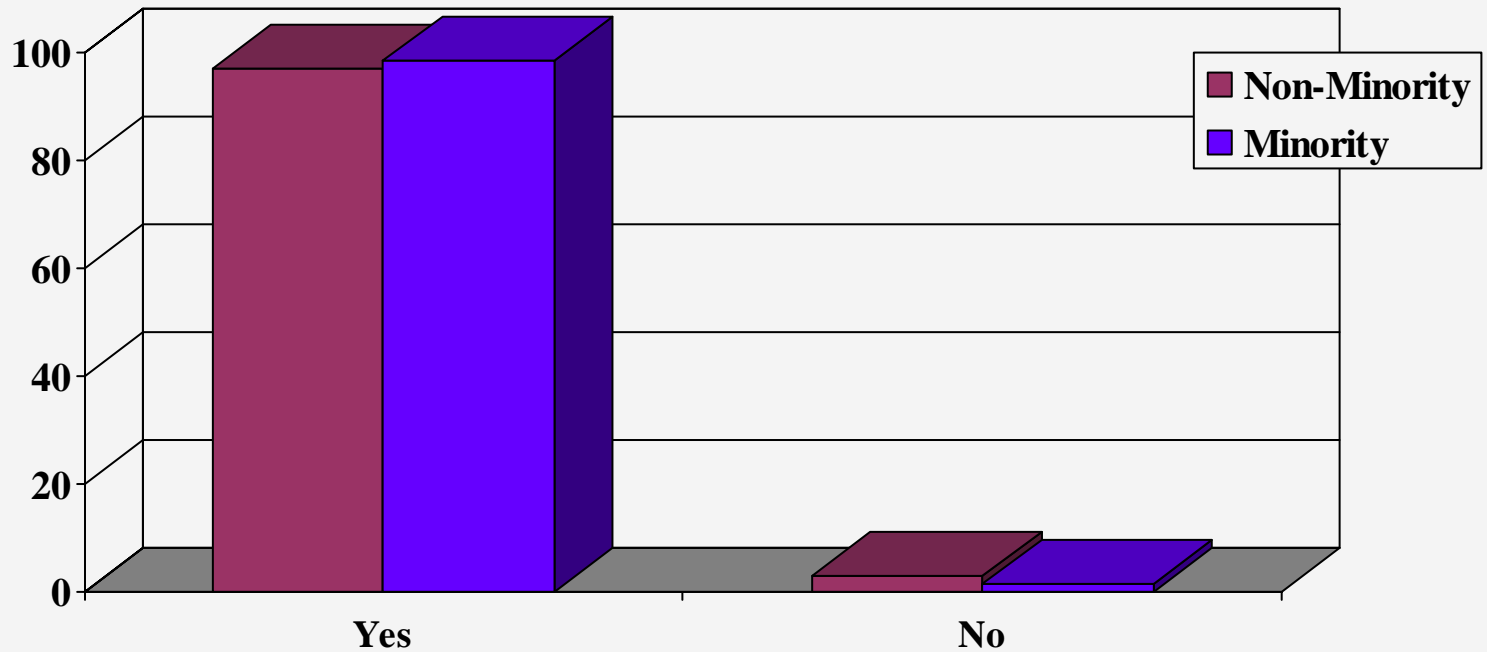
\_\_\_ *Yes, treated fairly*    \_\_\_ *No, not treated fairly*    \_\_\_ *Never received a ticket*



# Seat Belt Usage

Question: “Did you wear a seat belt the last time you drove an automobile?”

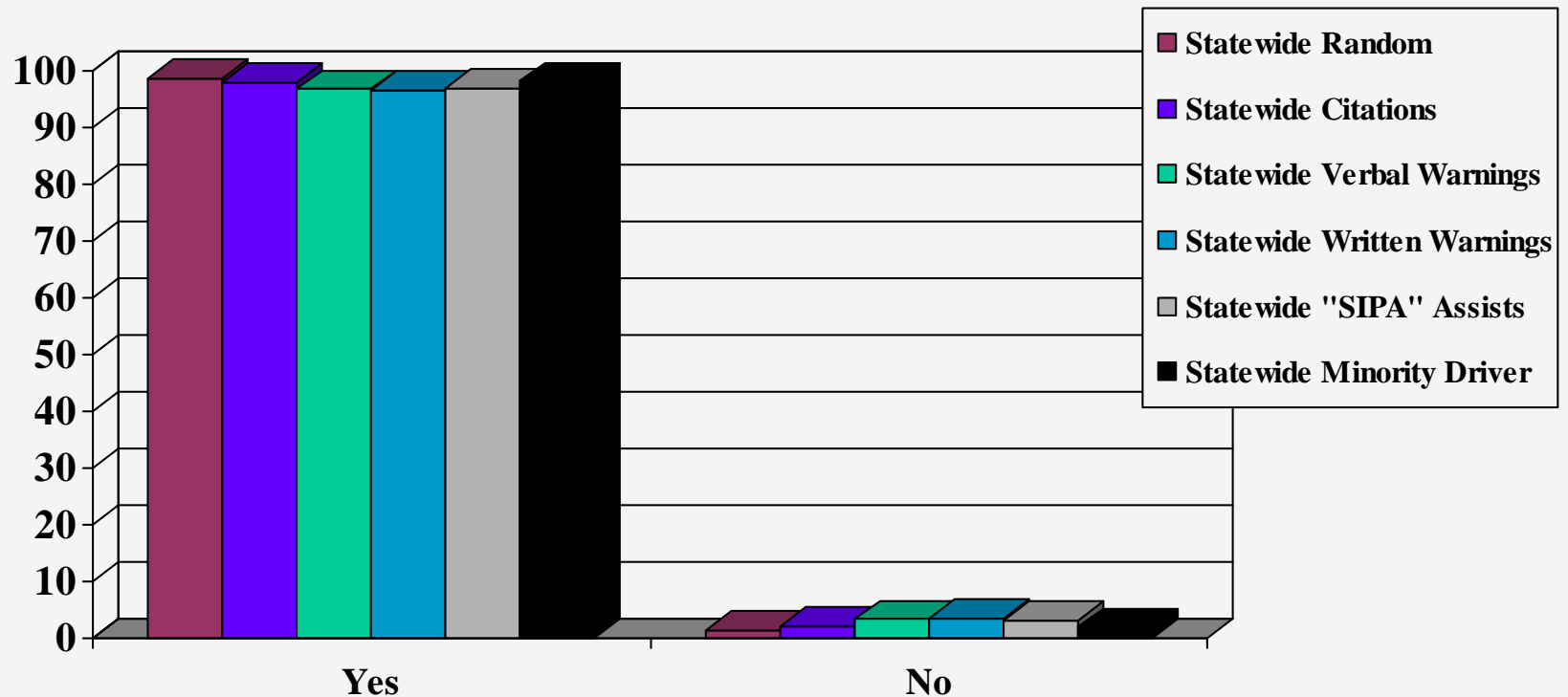
\_\_\_ *Yes*    \_\_\_ *No*



# Seat Belt Usage

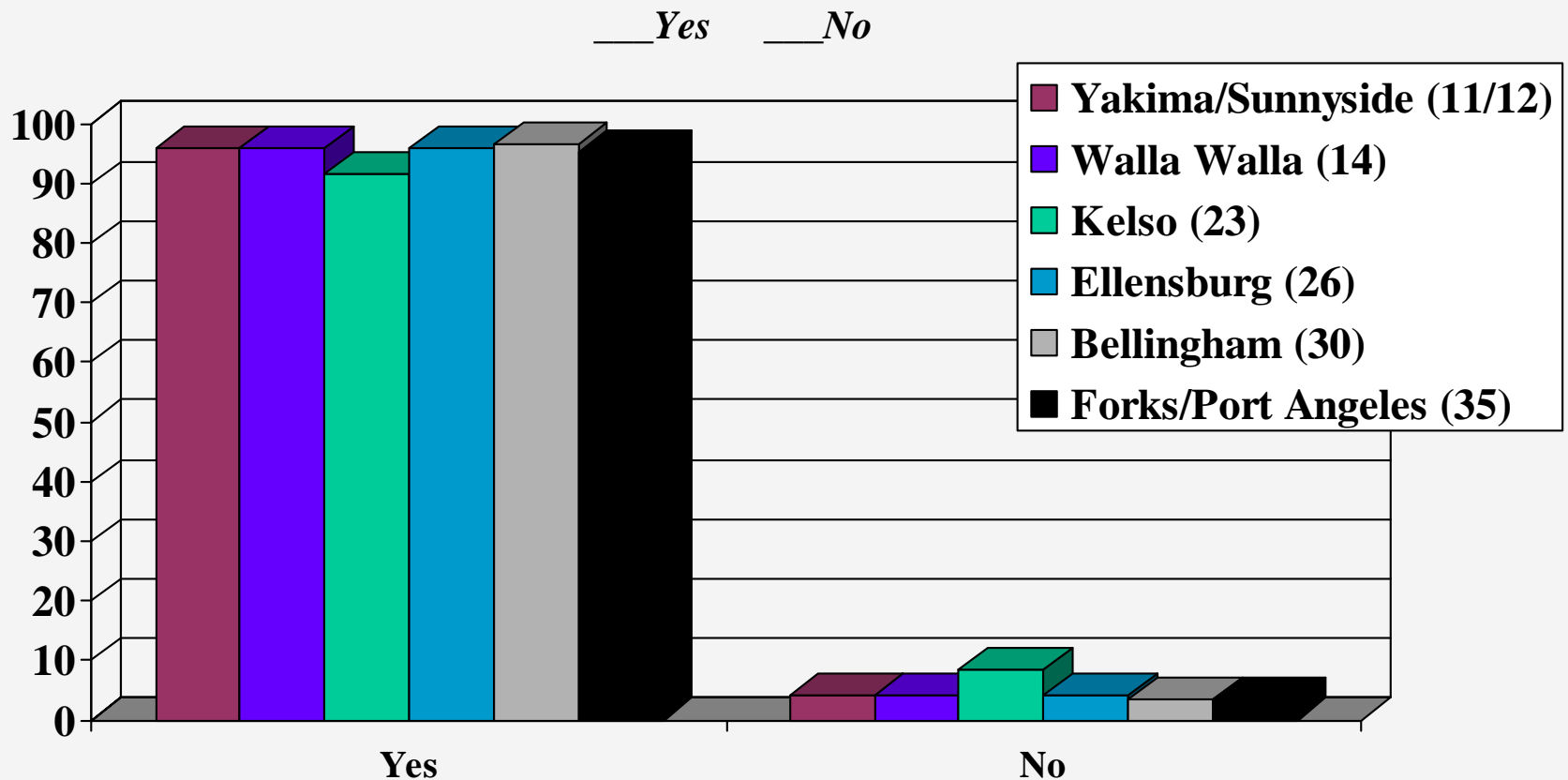
Question: "Did you wear a seat belt the last time you drove an automobile?"

\_\_\_ *Yes*    \_\_\_ *No*



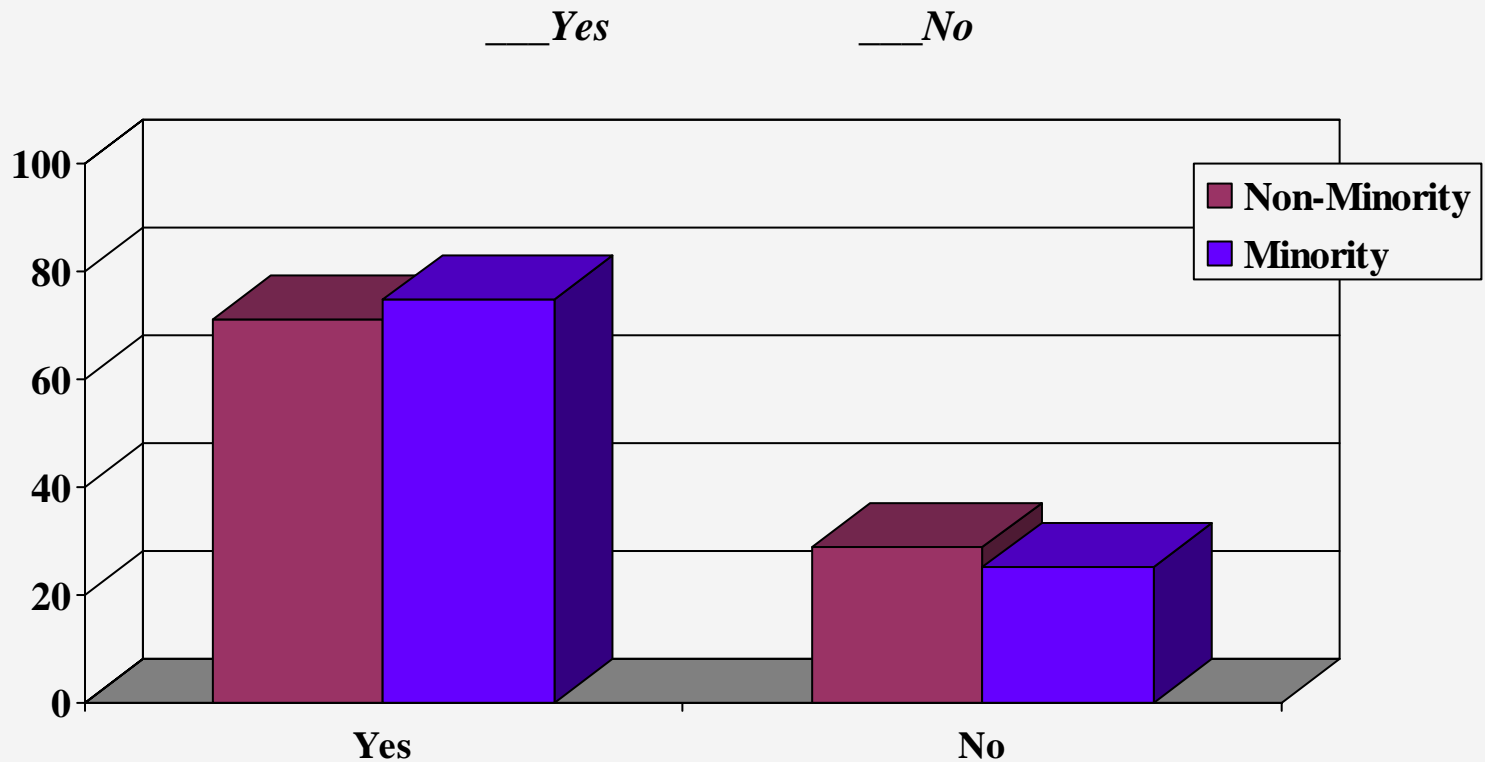
# Seat Belt Usage (APA-Specific)

Question: “Did you wear a seat belt the last time you drove an automobile?”



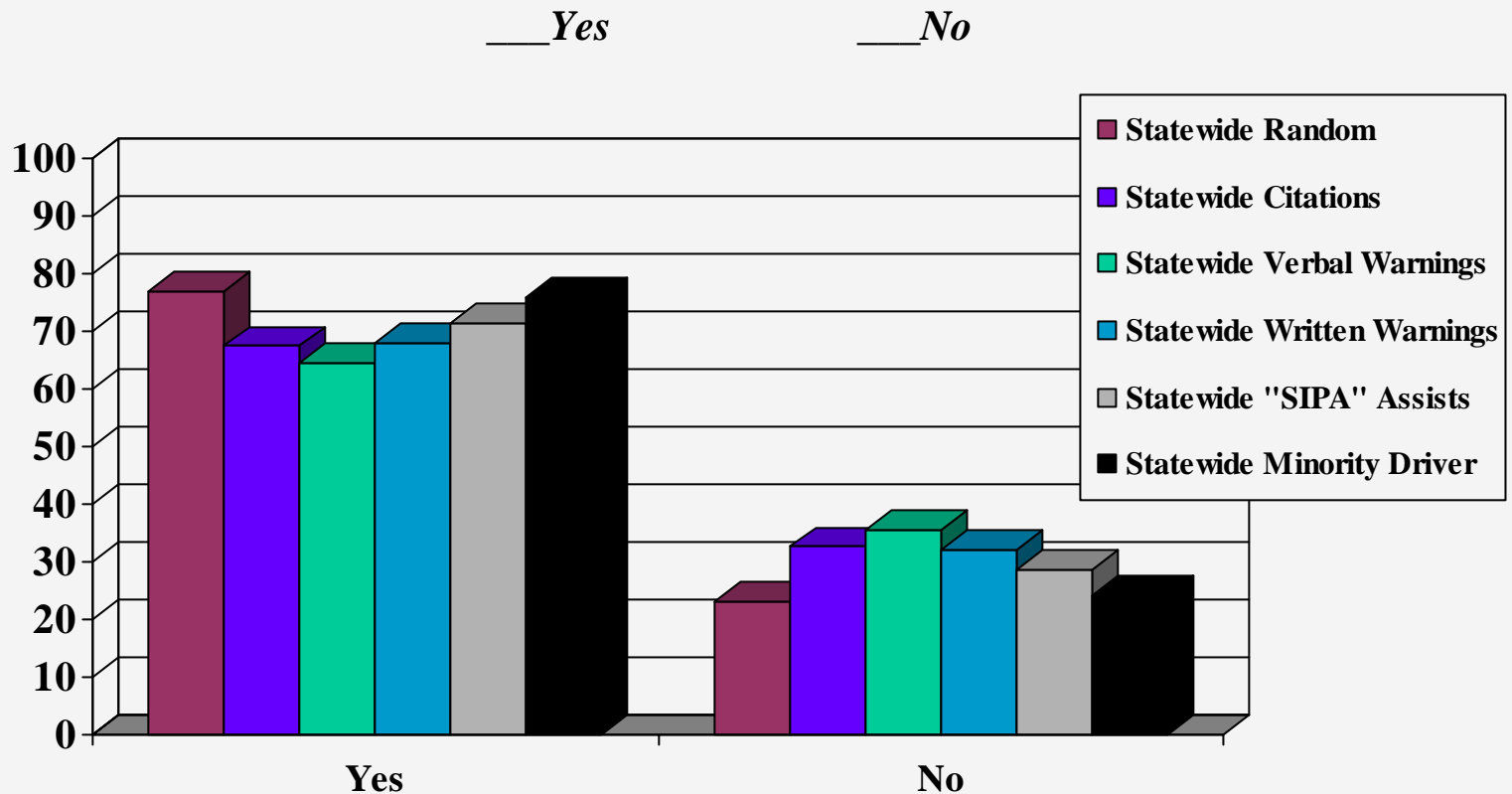
# Strict Enforcement of Seat Belt Laws

Question: “Do you believe that seat belt use should be encouraged by the WSP through strict enforcement of mandatory seat belt law?”



# Strict Enforcement of Seat Belt Laws

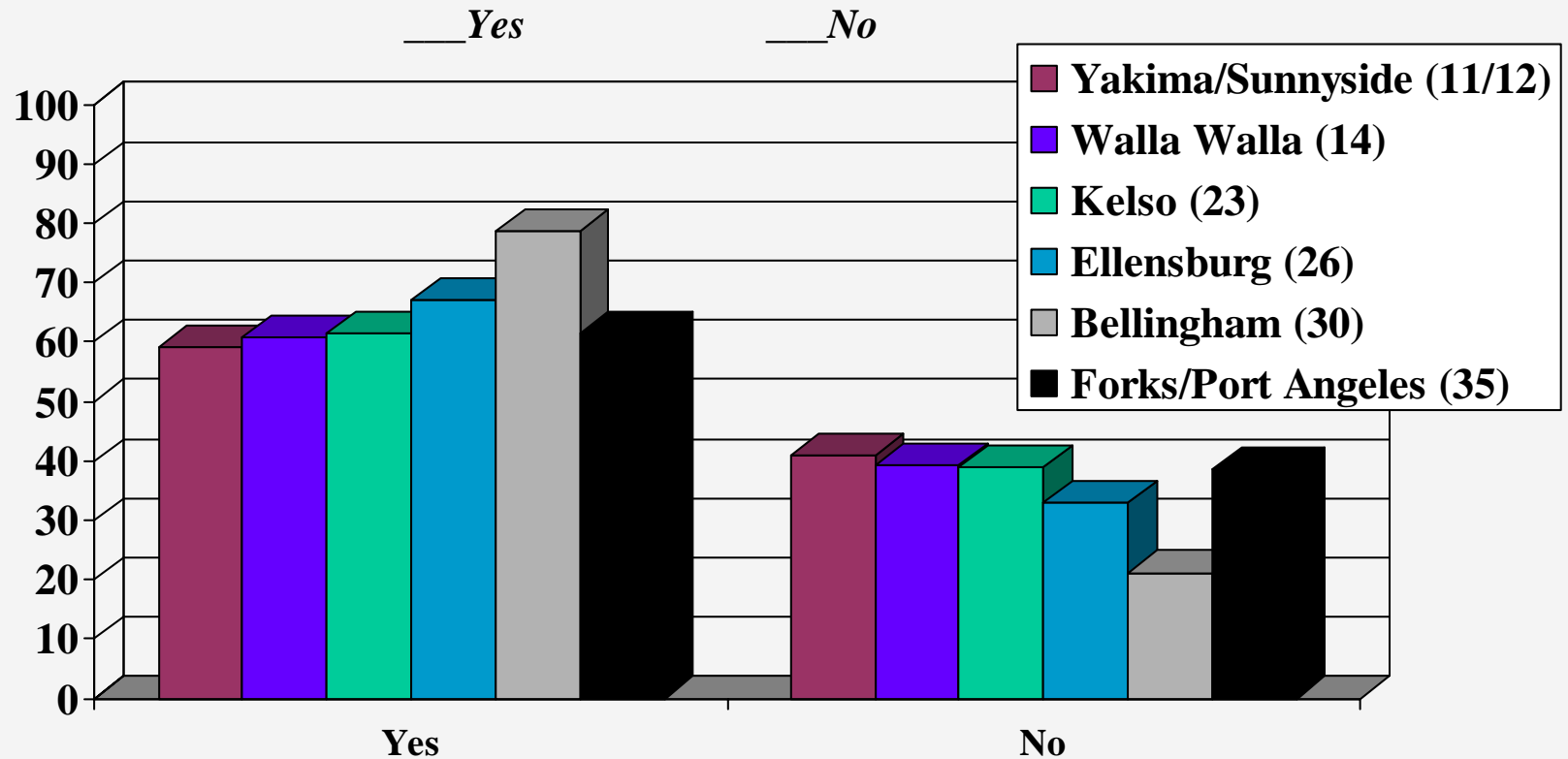
Question: "Do you believe that seat belt use should be encouraged by the WSP through strict enforcement of mandatory seat belt law?"





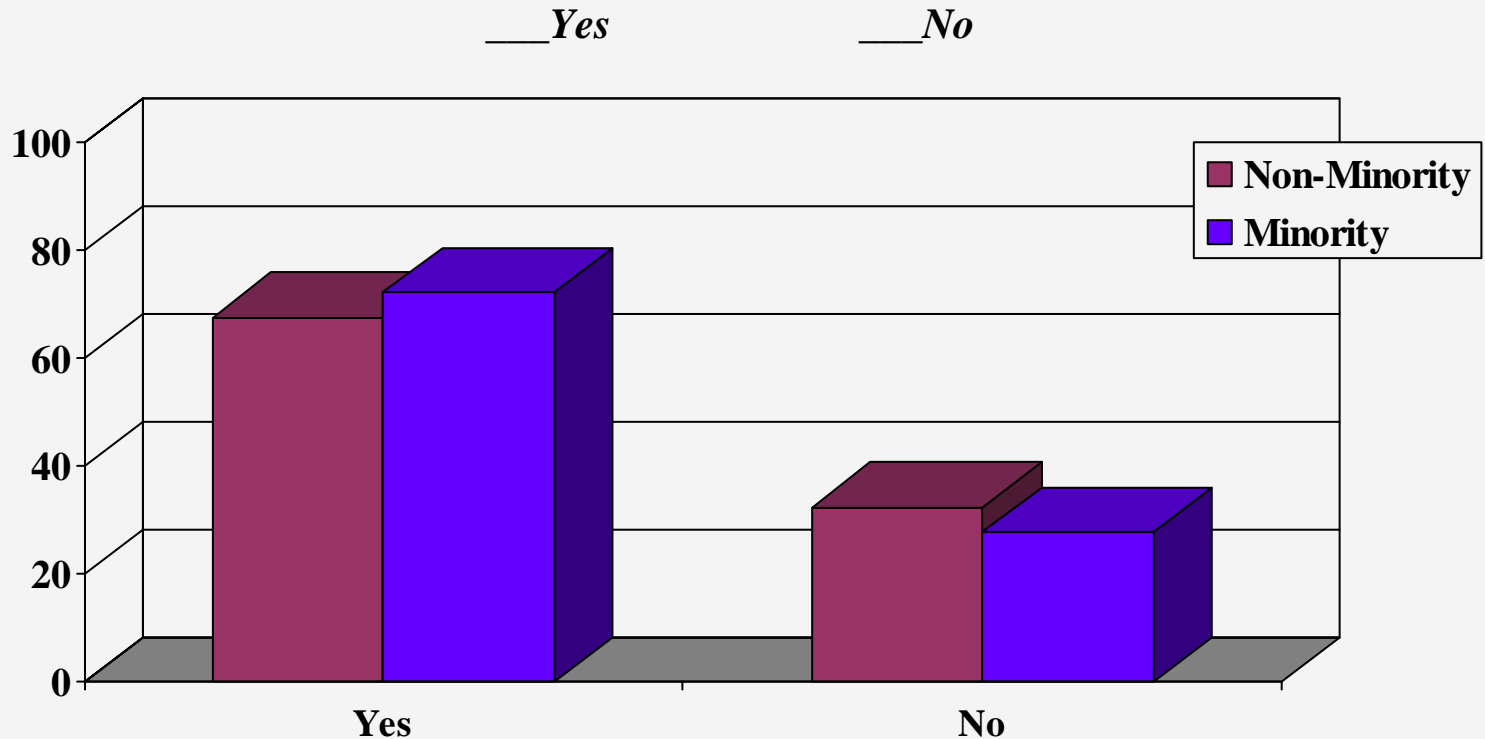
# Strict Enforcement of Seat Belt Laws (APA-Specific)

Question: "Do you believe that seat belt use should be encouraged by the WSP through strict enforcement of mandatory seat belt law?"



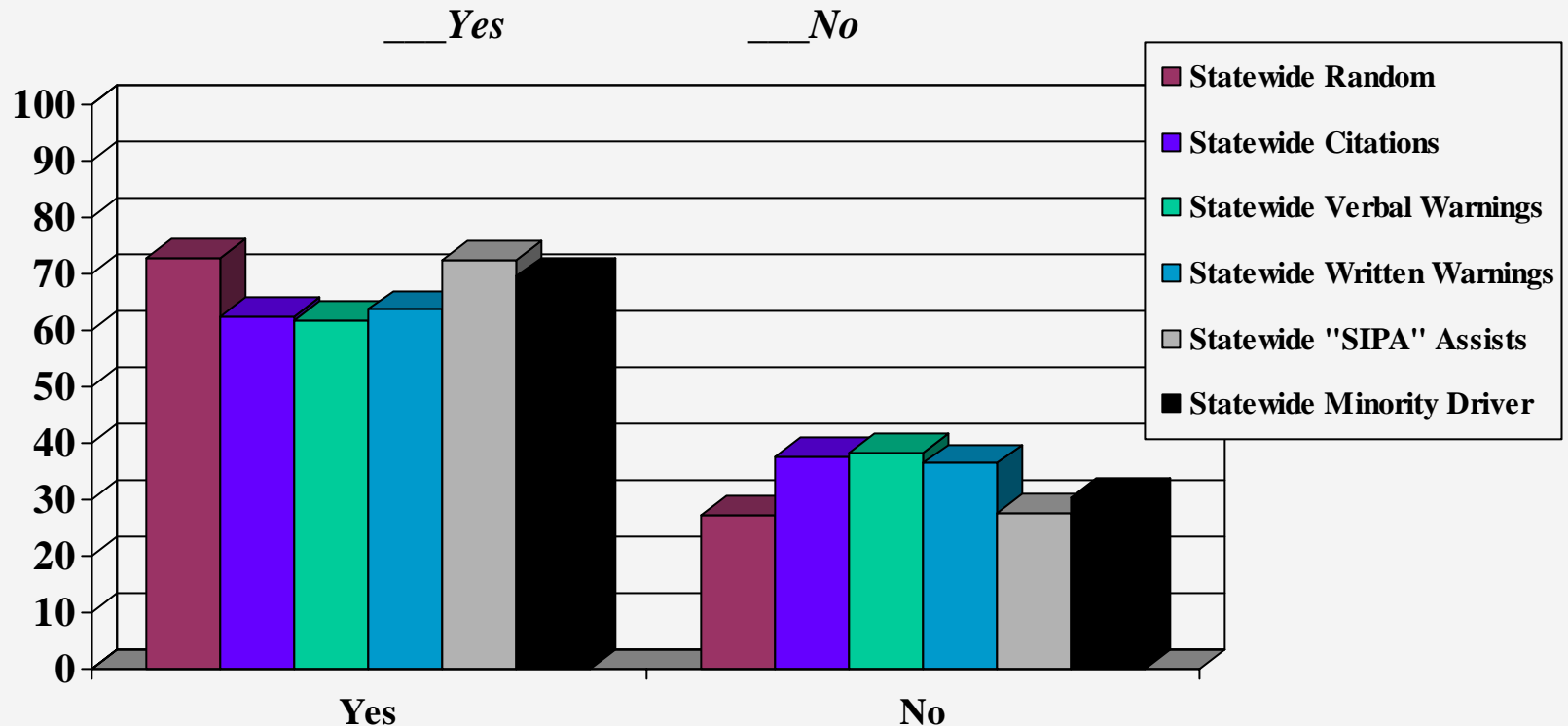
# “Primary Offense” Seat Belt Law

Question: “Do you believe that enforcement of the new “primary offense” seat belt law (you can be stopped and ticketed for failure to use a seat belt) has had a positive effect on highway safety in the State of Washington?”



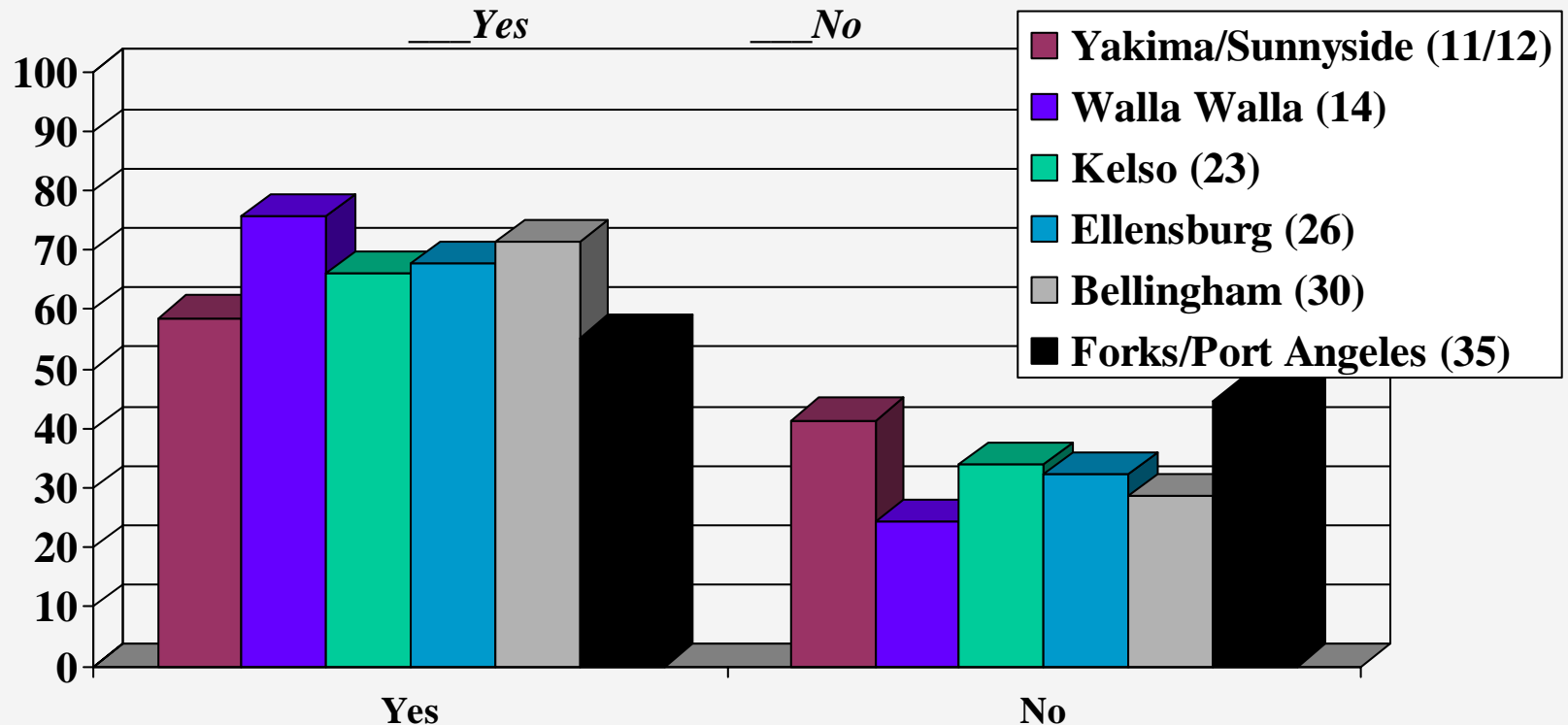
# “Primary Offense” Seat Belt Law

Question: “Do you believe that enforcement of the new “primary offense” seat belt law (you can be stopped and ticketed for failure to use a seat belt) has had a positive effect on highway safety in the State of Washington?”



# “Primary Offense” Seat Belt Law (APA-Specific)

Question: “Do you believe that enforcement of the new “primary offense” seat belt law (you can be stopped and ticketed for failure to use a seat belt) has had a positive effect on highway safety in the State of Washington?”





# Section Four

## Searches

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# Driver Contact Responses

## Vehicle Search

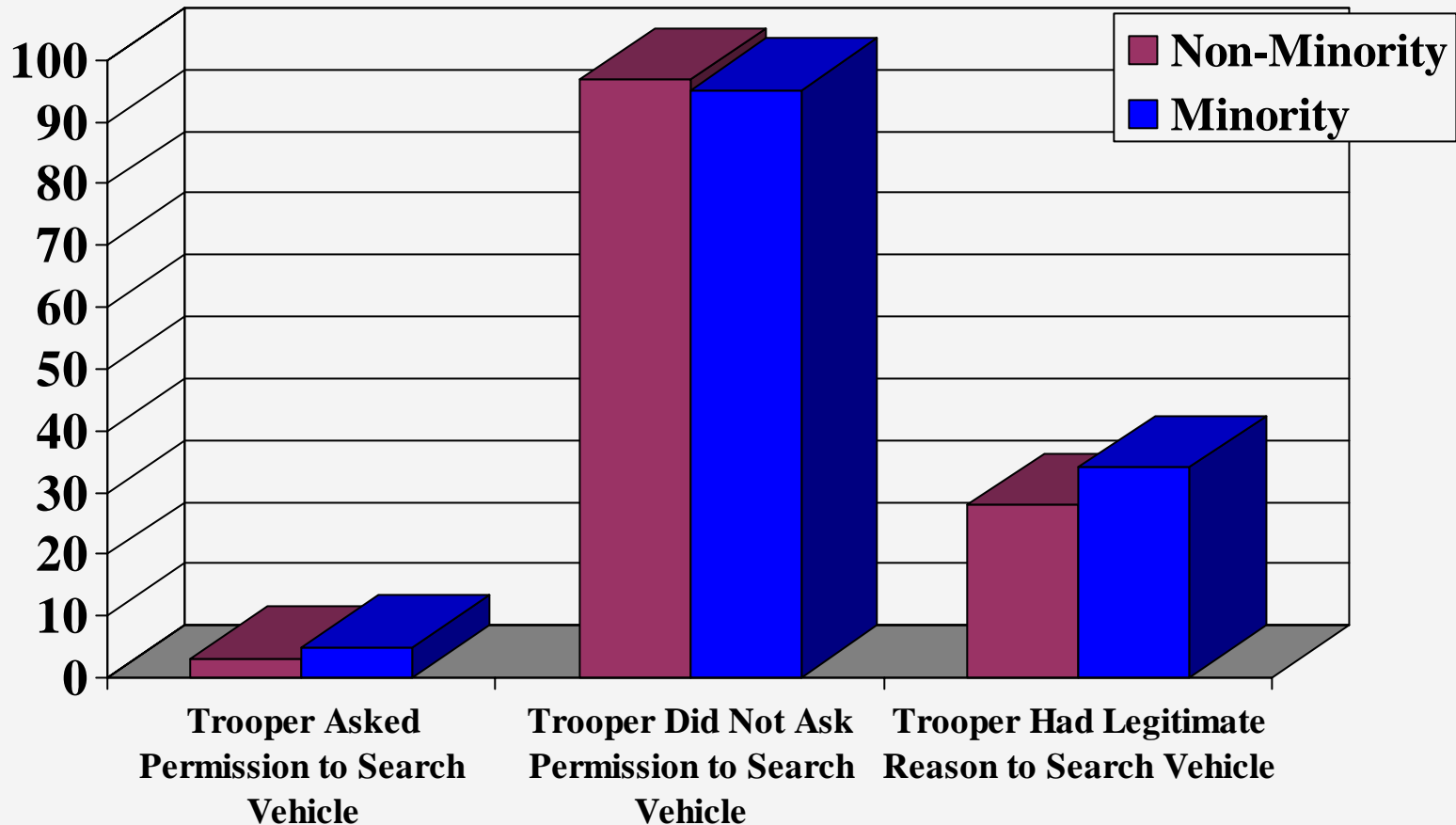
- Trooper did not ask permission to search vehicle (n=2415)
- Trooper asked permission to search vehicle (n=88)
- Trooper had legitimate reason to search vehicle (n=49)
- Trooper did not have legitimate reason to search vehicle (n=111)

# Driver Contact Responses

## Personal Search

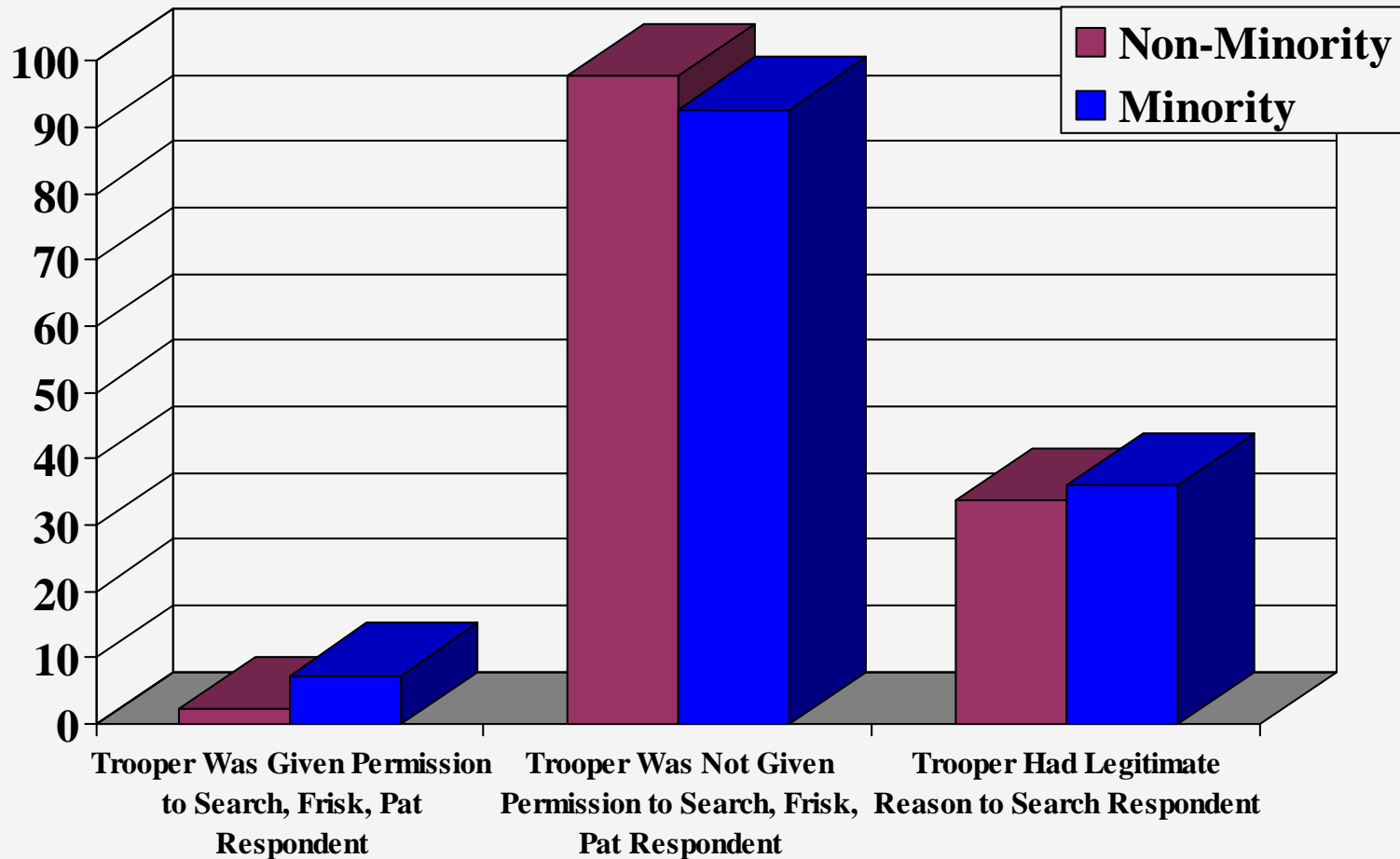
- Trooper did not ask permission to search, frisk, pat respondent (n=2220)
- Trooper asked permission to search, frisk, pat respondent (n=74)
- Trooper had legitimate reason to search respondent (n=49)
- Trooper did not have legitimate reason to search respondent (n=96)

# Non-Minority vs. Minority Vehicle Searches





# Non-Minority vs. Minority Personal Searches





# Section Five

## Attitudes

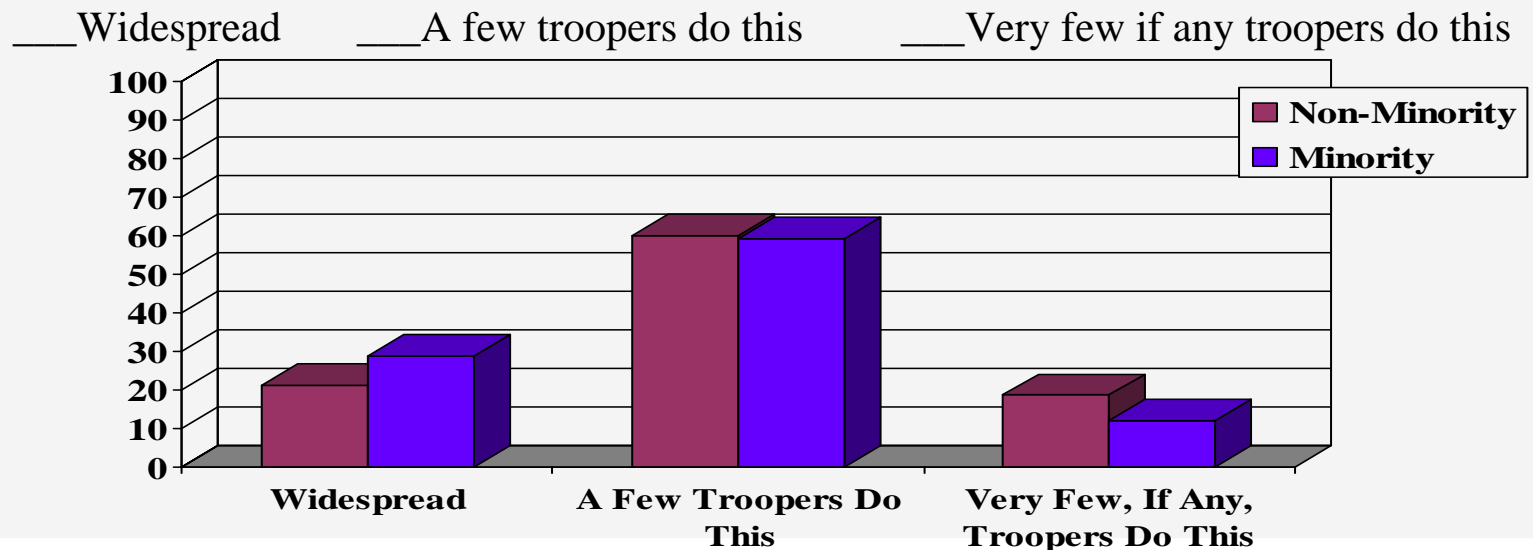
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# Racial Profiling: Minority v. Non-Minority

Question: “It has been reported nationally that some police officers stop citizens of certain racial or ethnic groups because officers believe that these groups are more likely than others to commit certain types of crimes. Do you believe that troopers in the Washington State Patrol engage in this practice when they decide to stop drivers?”

\_\_\_ *Yes*    \_\_\_ *No*

If you answered “Yes” above, how widespread do you think this practice is within the WSP?

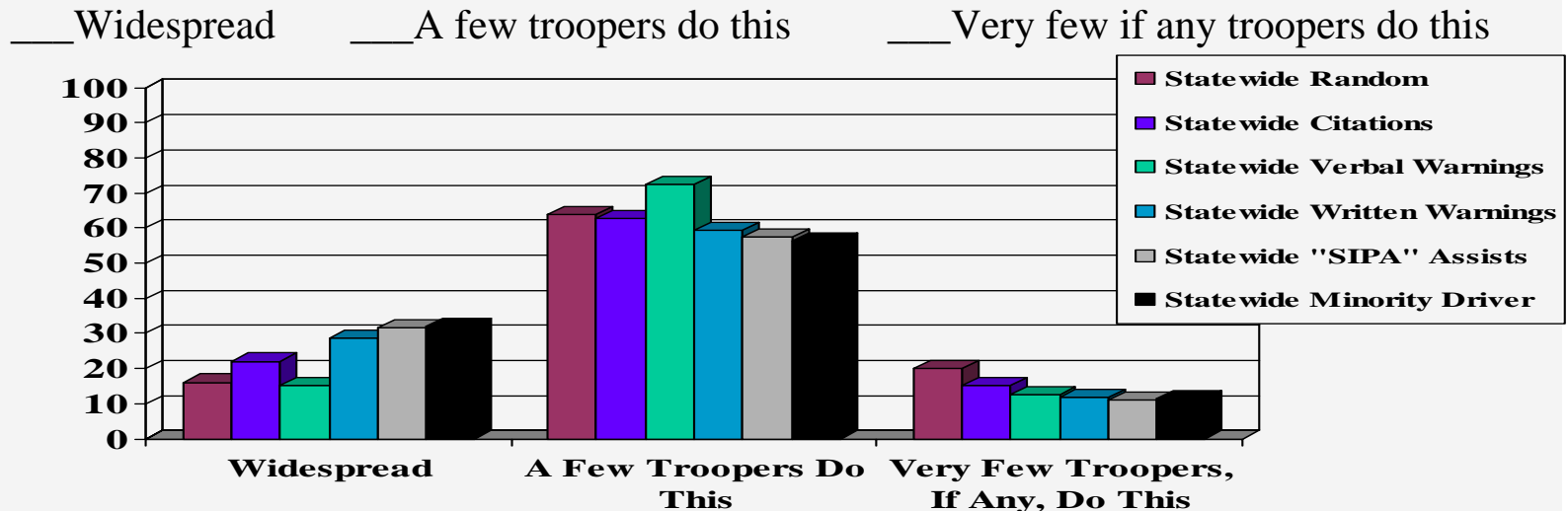


# Comparison: Racial Profiling

Question: "It has been reported nationally that some police officers stop citizens of certain racial or ethnic groups because officers believe that these groups are more likely than others to commit certain types of crimes. Do you believe that troopers in the Washington State Patrol engage in this practice when they decide to stop drivers?"

\_\_\_Yes \_\_\_No

If you answered "Yes" above, how widespread do you think this practice is within the WSP?



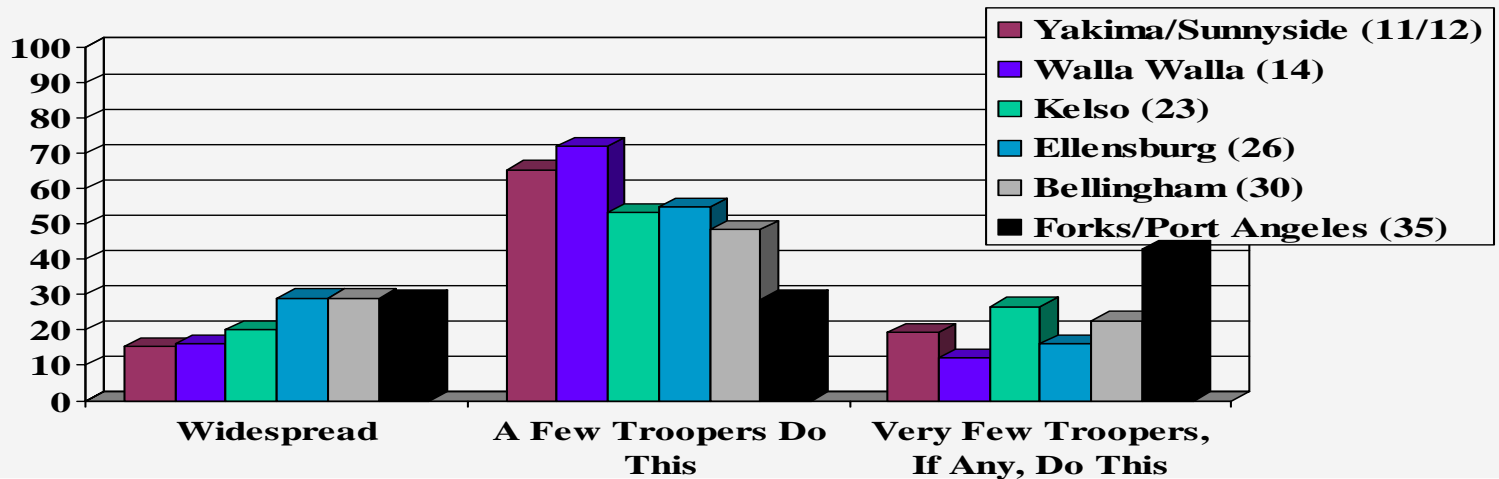
# Racial Profiling: APA-Specific

Question: “It has been reported nationally that some police officers stop citizens of certain racial or ethnic groups because officers believe that these groups are more likely than others to commit certain types of crimes. Do you believe that troopers in the Washington State Patrol engage in this practice when they decide to stop drivers?”

\_\_\_Yes \_\_\_No

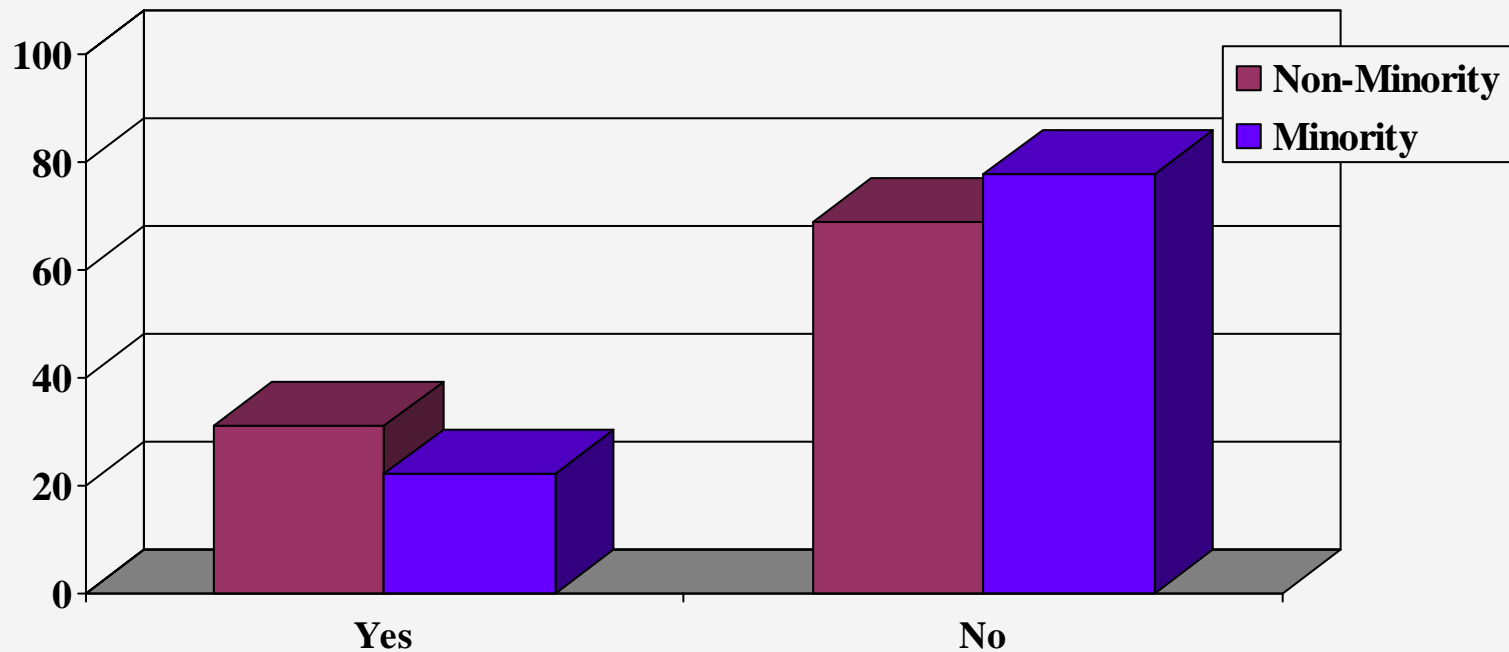
If you answered “Yes” above, how widespread do you think this practice is within the WSP?

\_\_\_Widespread \_\_\_A few troopers do this \_\_\_Very few if any troopers do this



# Citizen Perceptions of Frequency of Violations by Racial/Ethnic Groups

Question: “In your experience, are citizens of certain racial or ethnic groups more likely to commit traffic violations than are citizens of other racial or ethnic groups?”

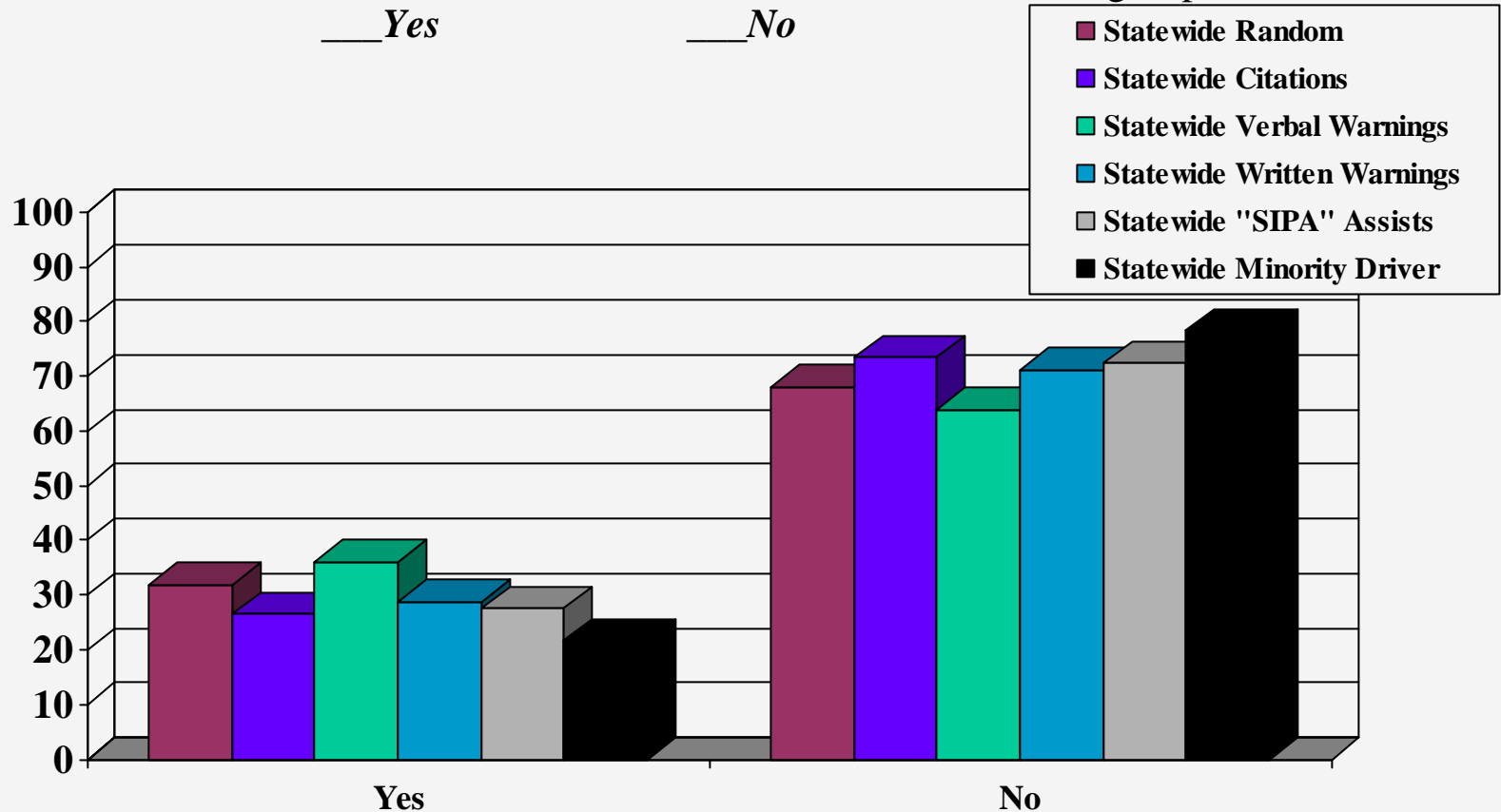


# Citizen Perceptions of Frequency of Violations by Racial/Ethnic Groups

Question: "In your experience, are citizens of certain racial or ethnic groups more likely to commit traffic violations than are citizens of other racial or ethnic groups?"

\_\_\_Yes

\_\_\_No

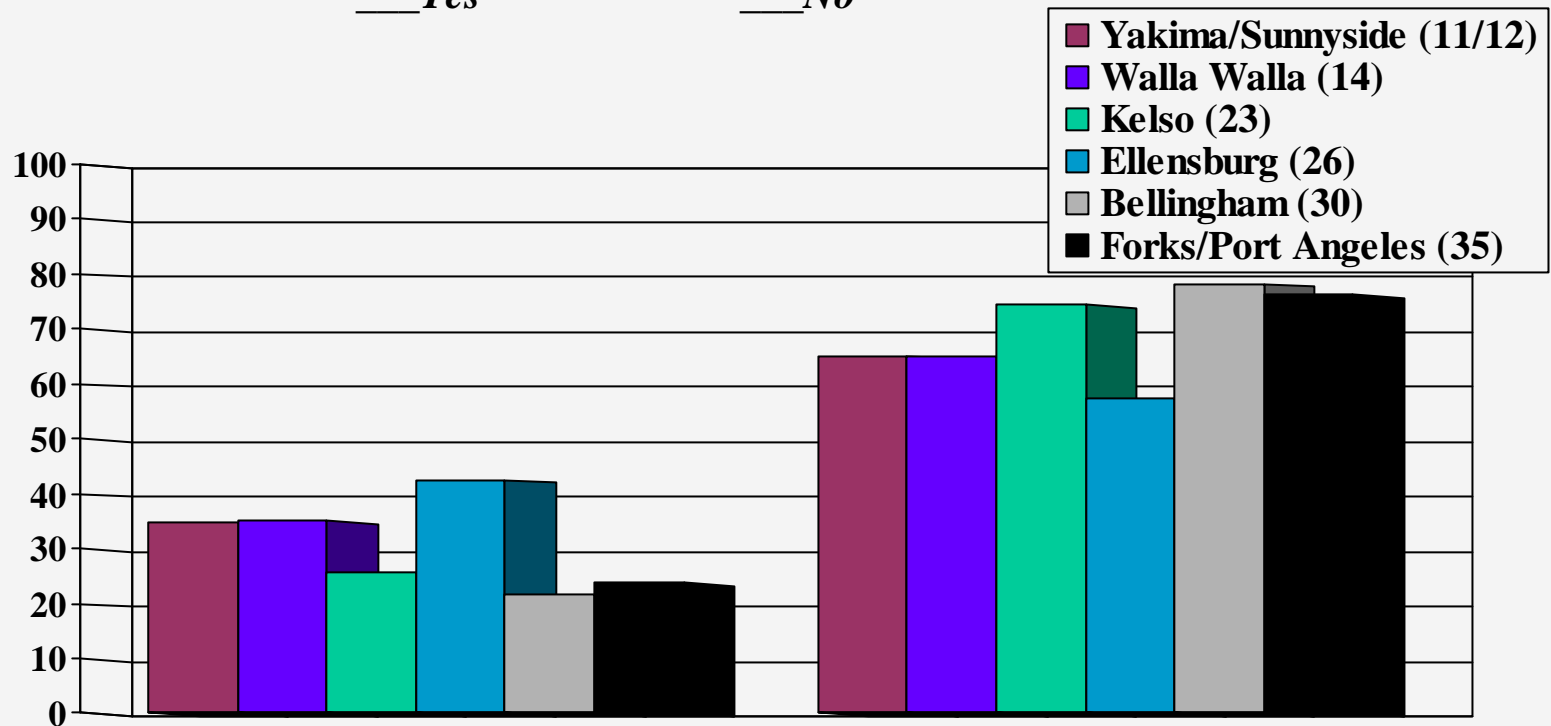


# Citizen Perceptions of Frequency of Violations by Racial/Ethnic Groups

Question: “In your experience, are citizens of certain racial or ethnic groups more likely to commit traffic violations than are citizens of other racial or ethnic groups?”

\_\_\_*Yes*

\_\_\_*No*

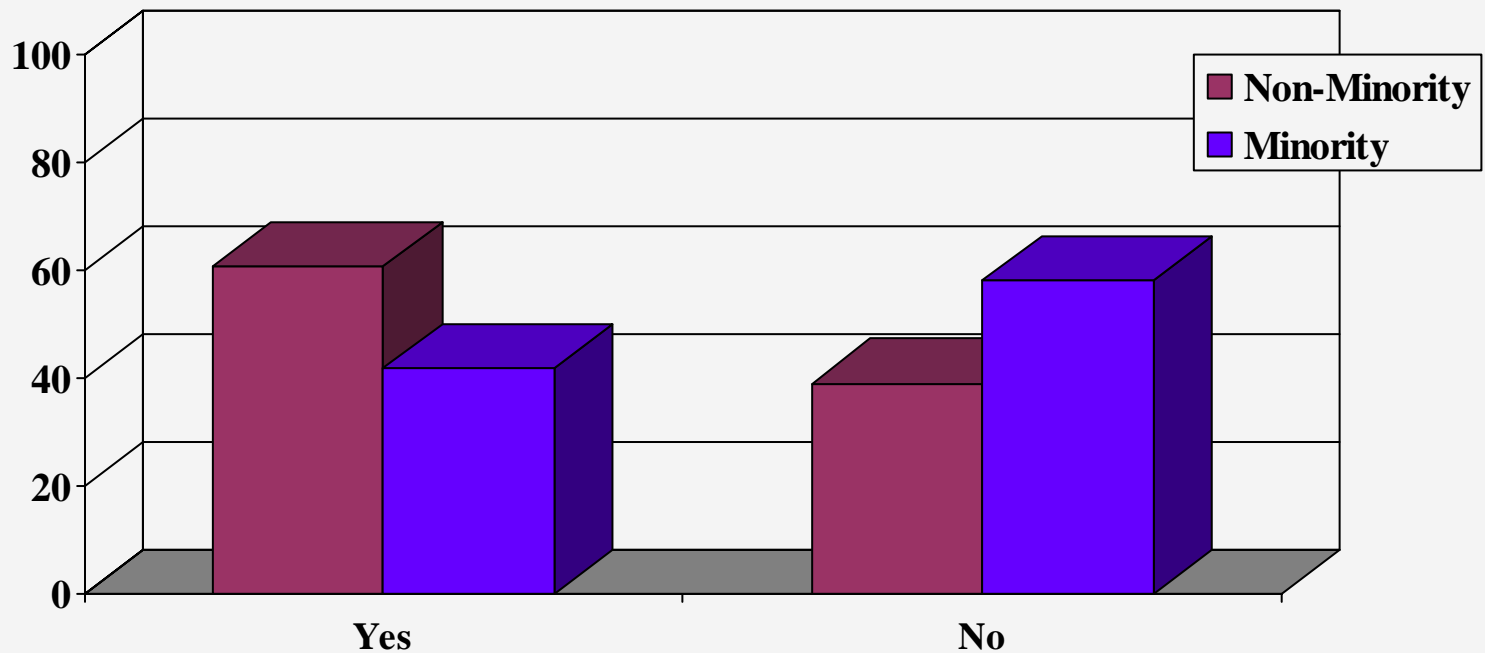




# Situational Discretion of Racial Profiling

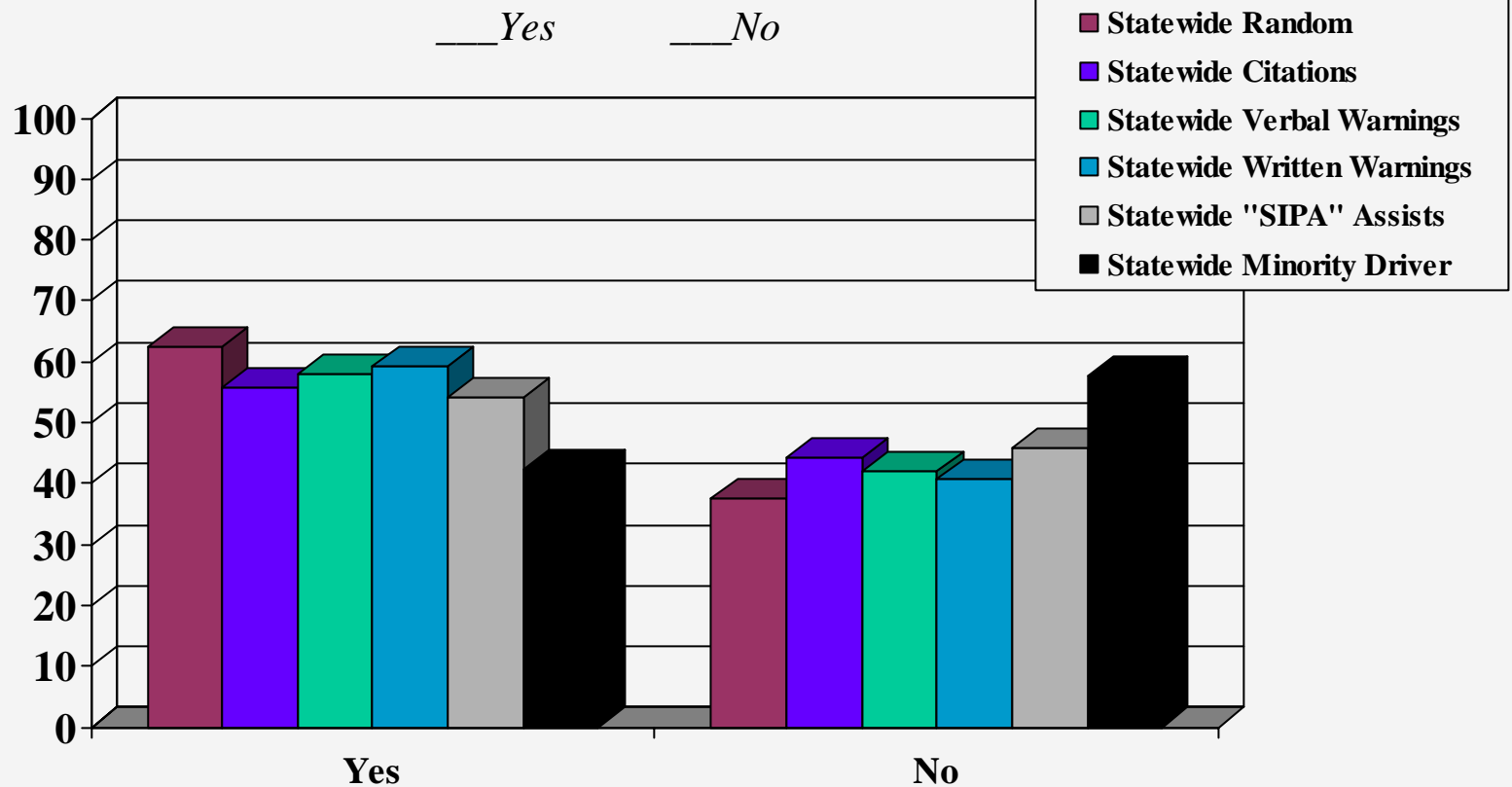
Question: “Are there situations you can imagine in which you would approve of a WSP trooper stopping a driver based partially on his or her race and partially on other relevant facts?”

\_\_\_Yes      \_\_\_No



# Situational Discretion of Racial Profiling

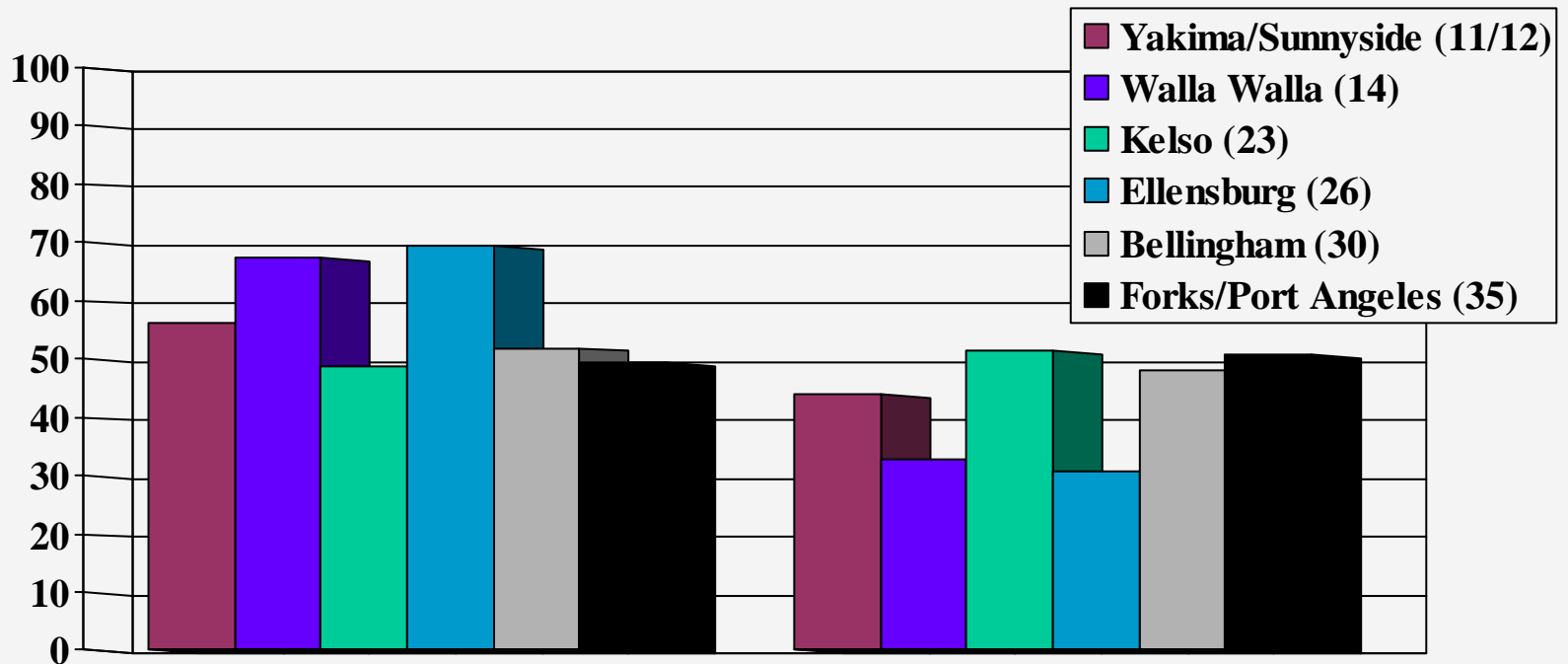
Question: "Are there situations you can imagine in which you would approve of a WSP trooper stopping a driver based partially on his or her race and partially on other relevant facts?"



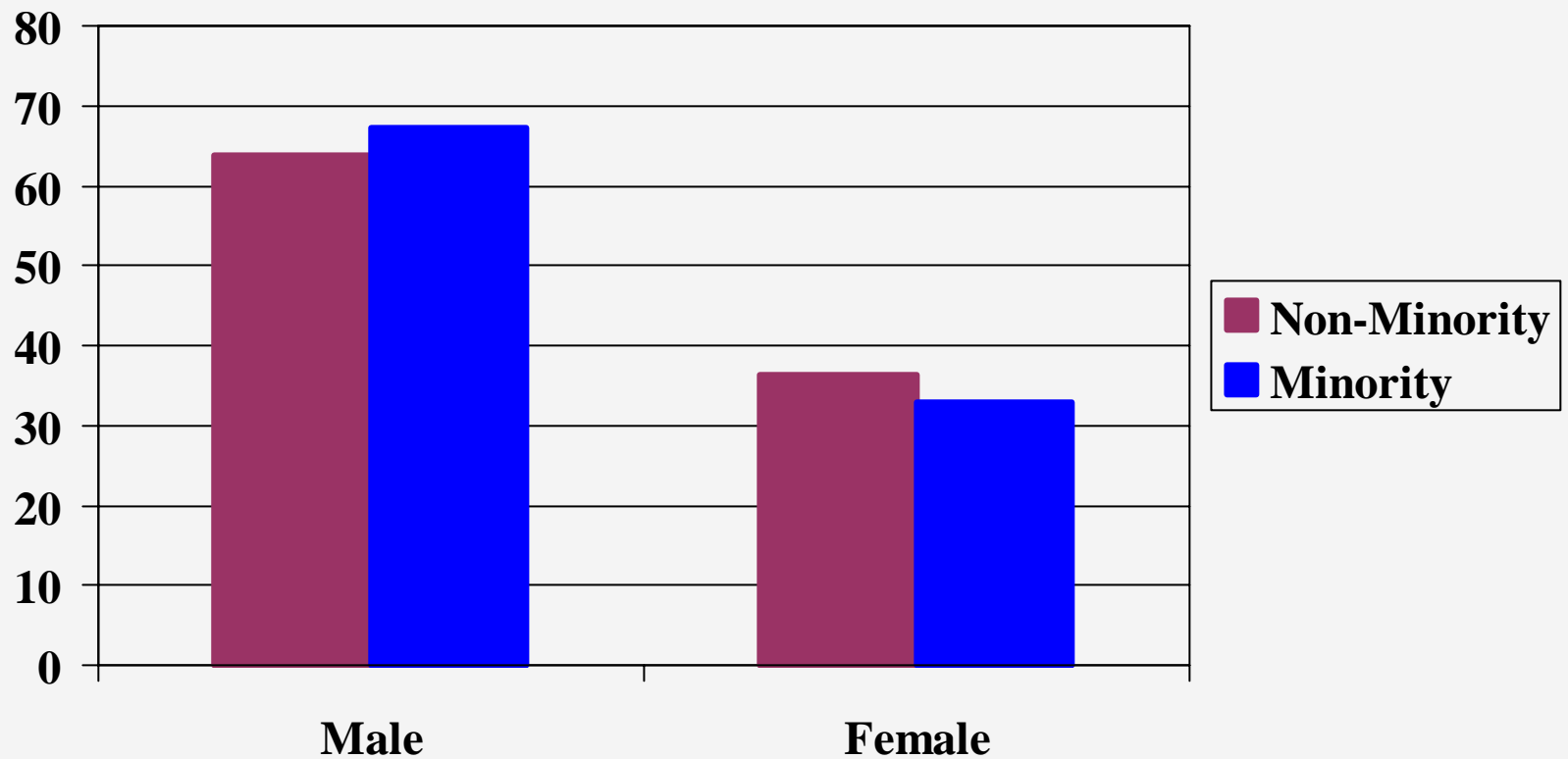
# Situational Discretion of Racial Profiling

Question: “Are there situations you can imagine in which you would approve of a WSP trooper stopping a driver based partially on his or her race and partially on other relevant facts?”

\_\_\_Yes      \_\_\_No

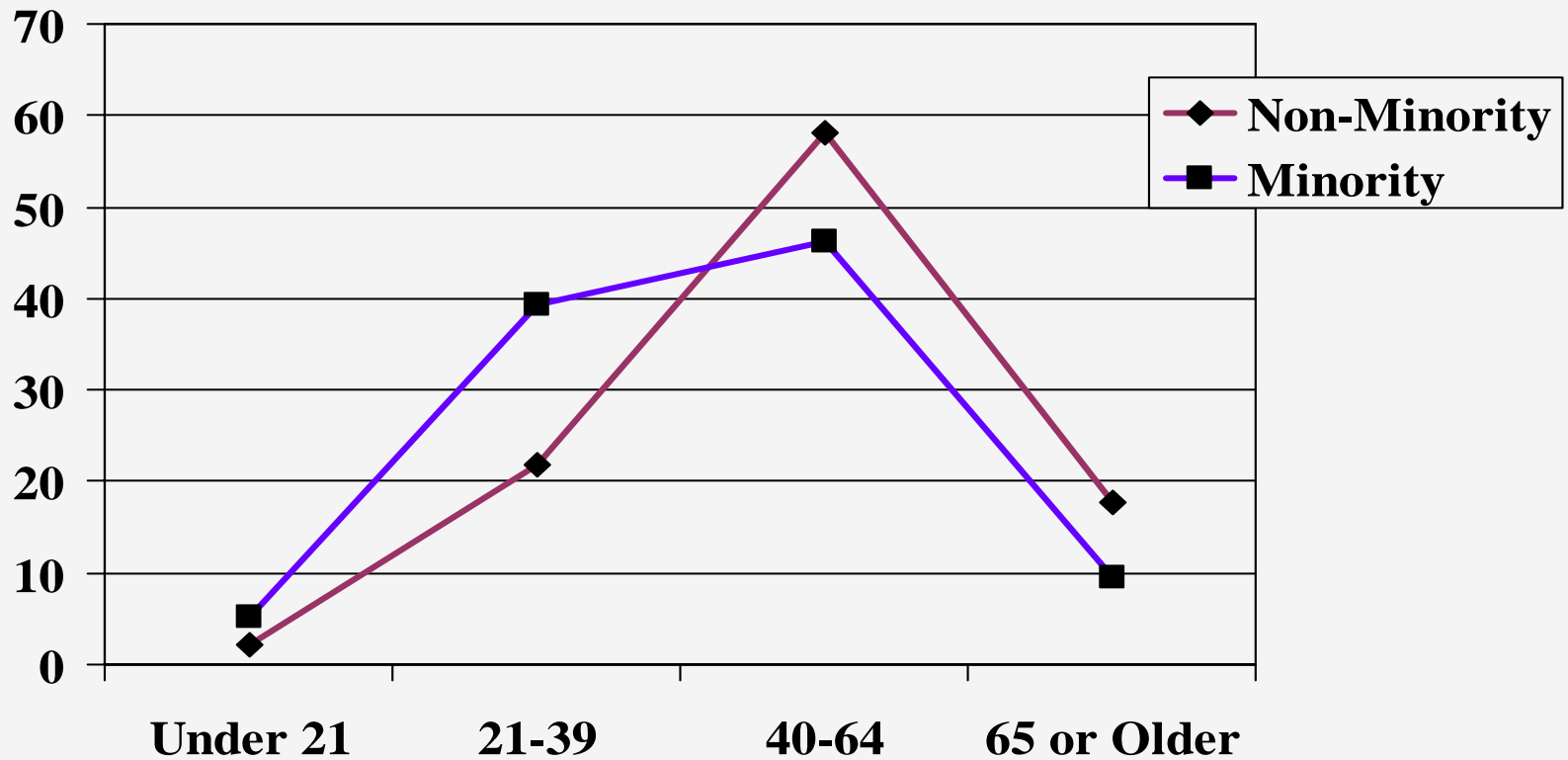


# Gender of Respondents



# Age of Respondents

Question: "In what year were you born?" 19\_\_



# Education of Respondents

Question: "What is the highest level of education you have completed?"

\_\_\_ *Completed grade school*

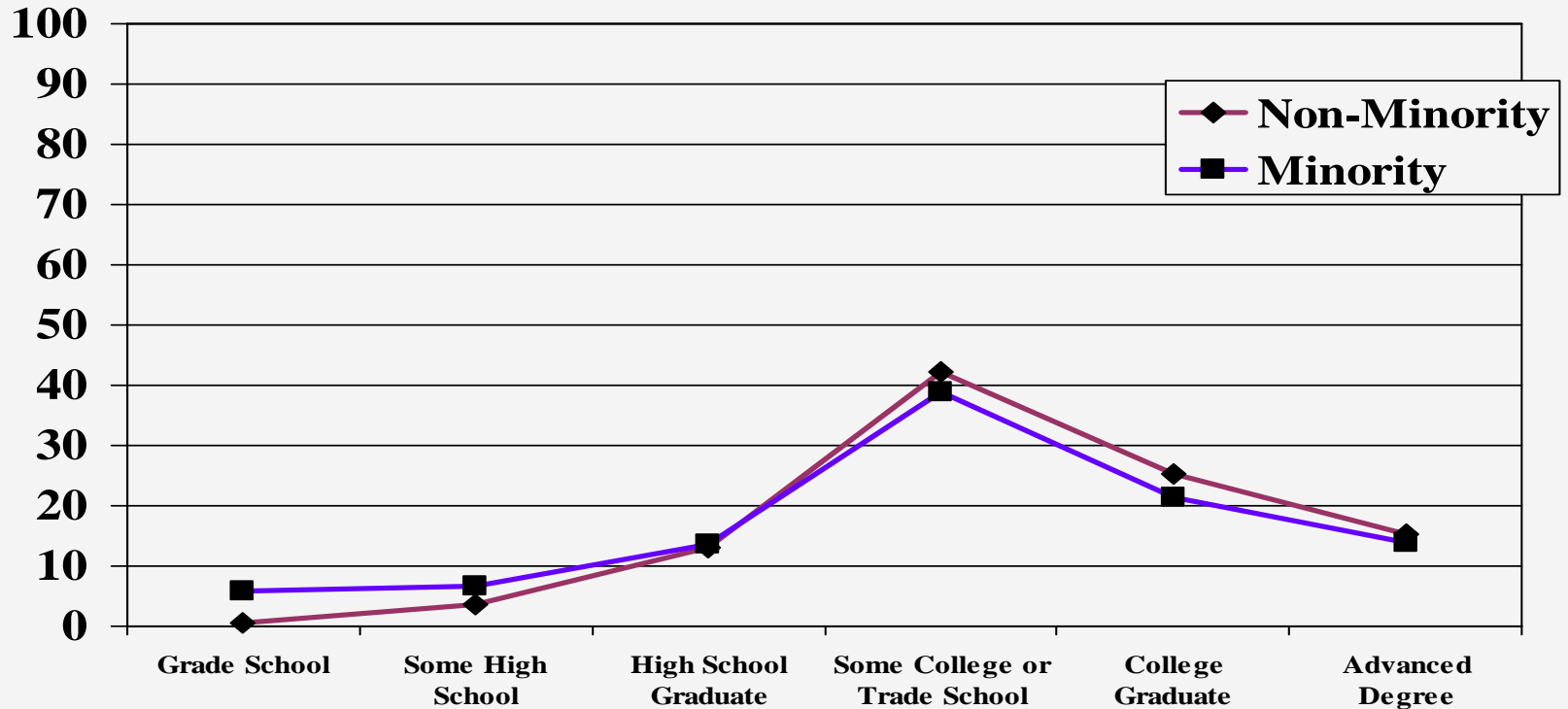
\_\_\_ *Some high school*

\_\_\_ *High school graduate*

\_\_\_ *Some college or trade school*

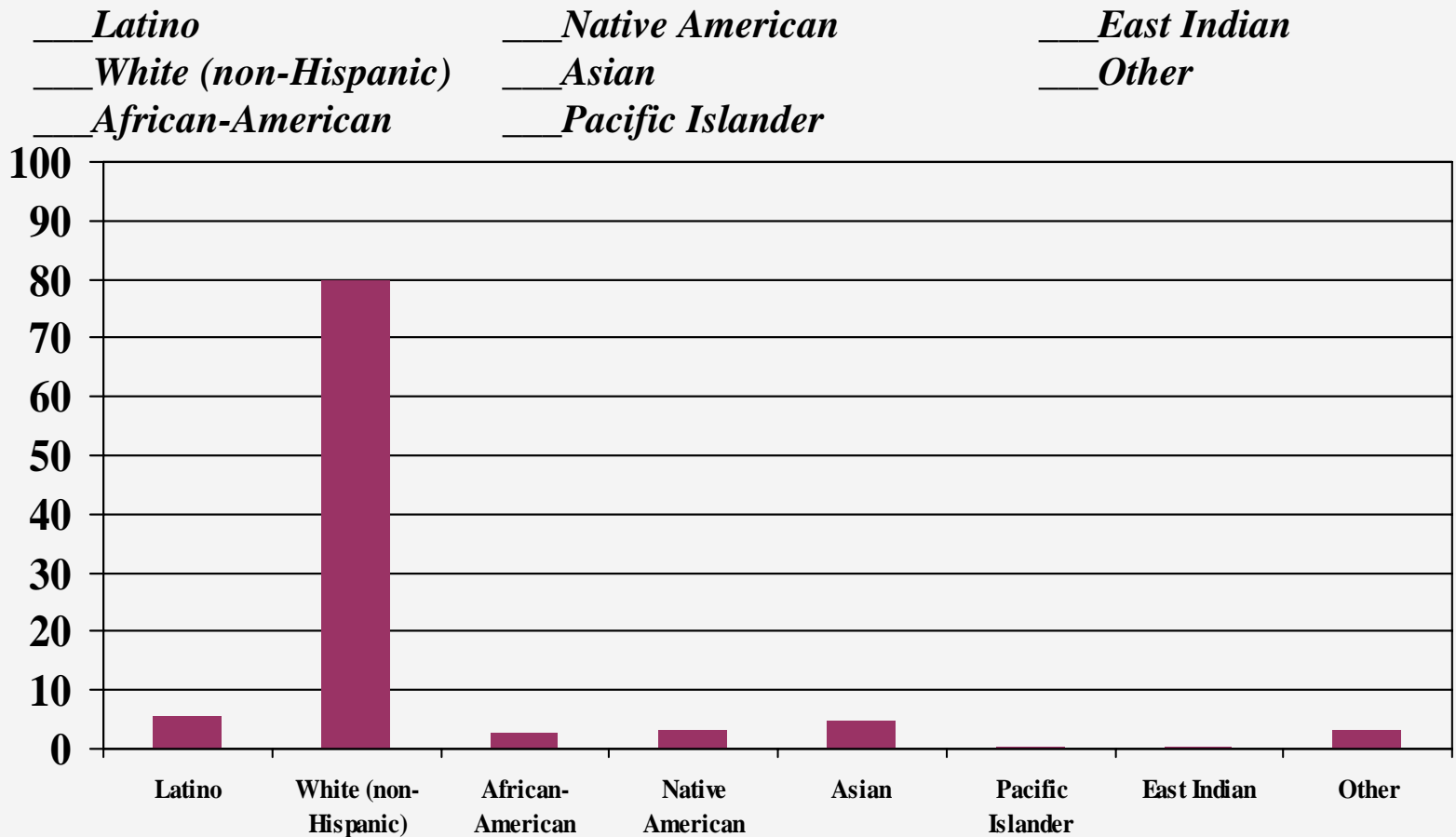
\_\_\_ *College graduate*

\_\_\_ *Advanced degree*



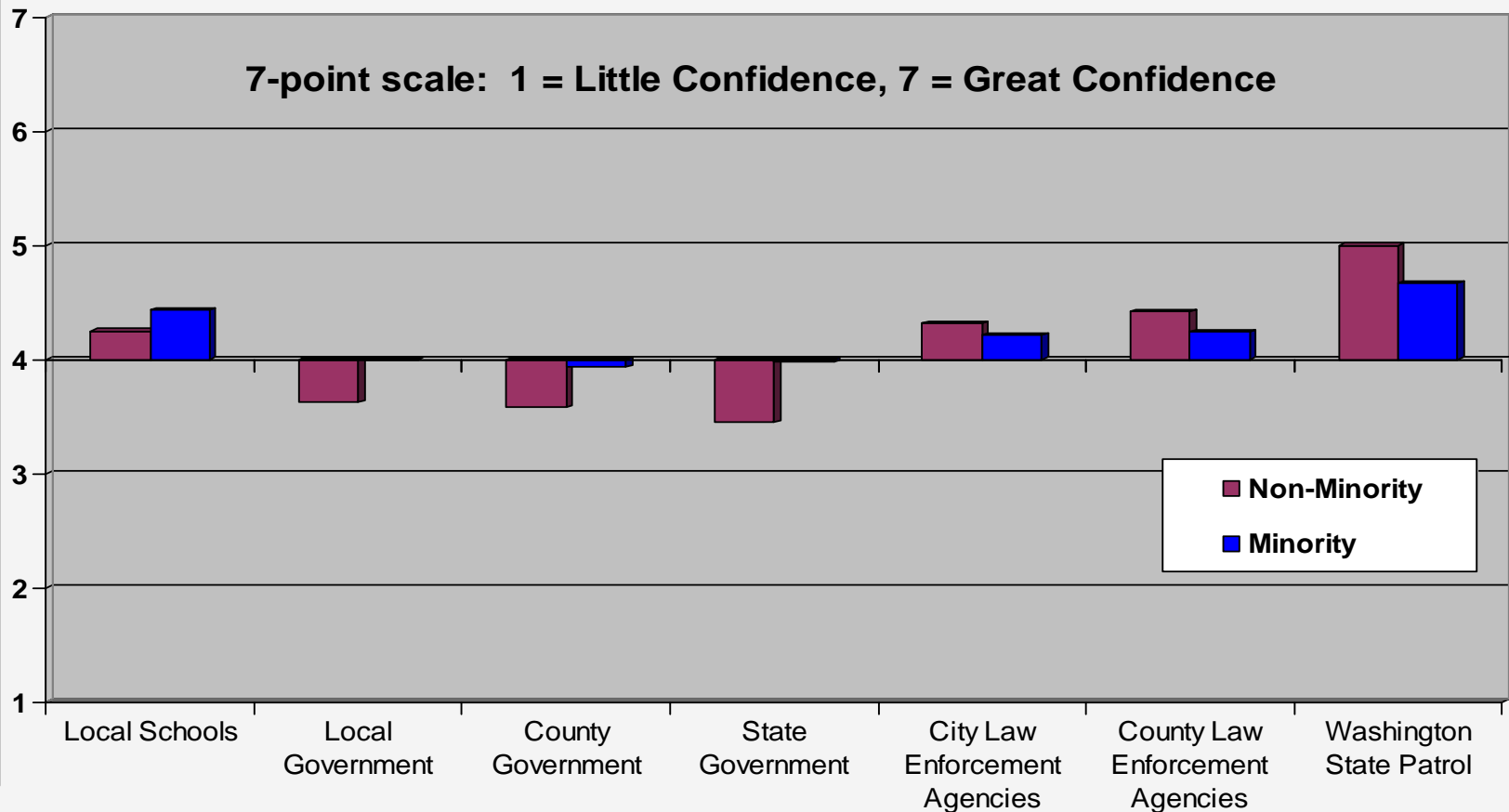
# Race/Ethnicity of Respondents

Question: "What is your racial/ethnic background?"



# Level of Confidence in Public Agencies

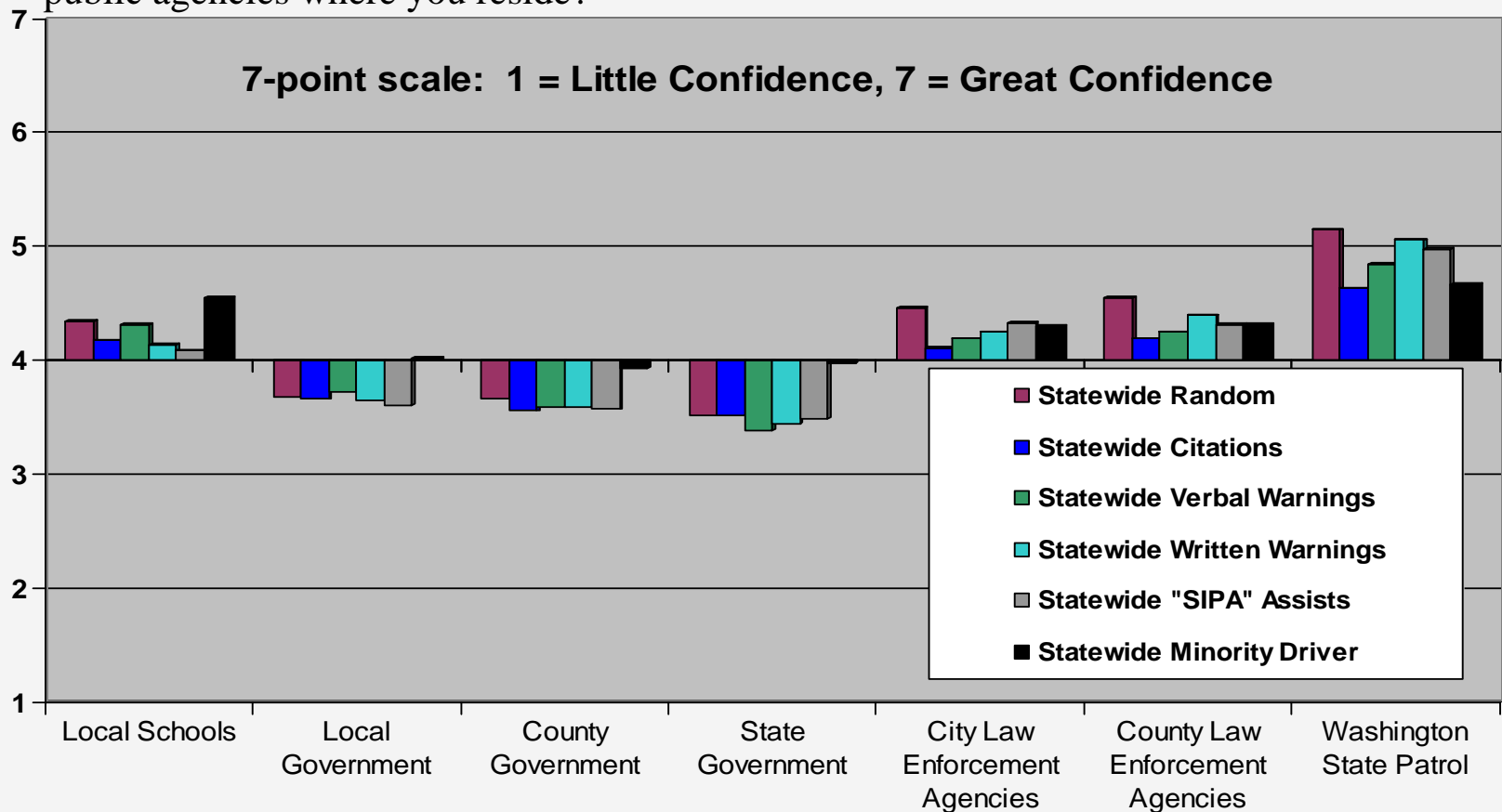
Question: "What would you rank the level of confidence you have in each of the following public agencies where you reside?"





# Level of Confidence in Public Agencies

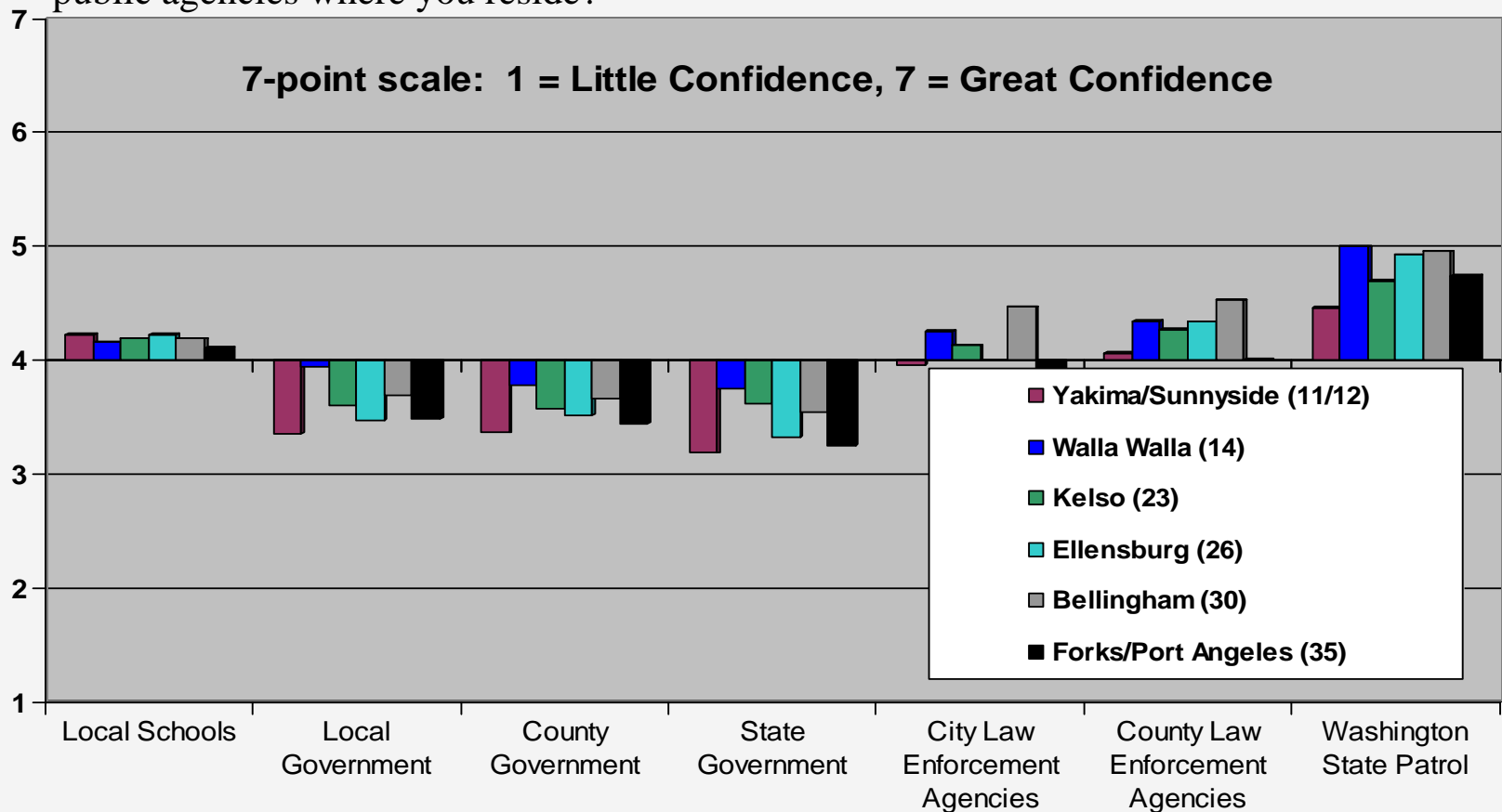
Question: "What would you rank the level of confidence you have in each of the following public agencies where you reside?"



# Level of Confidence in Public Agencies

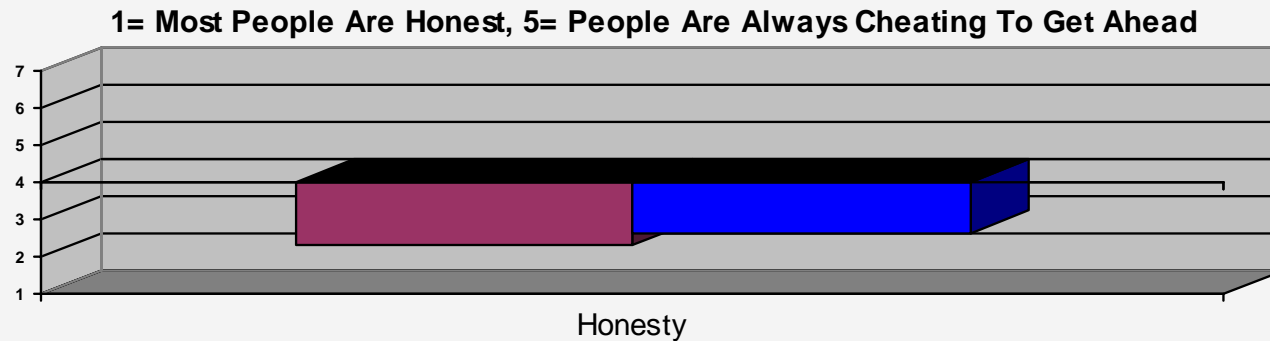
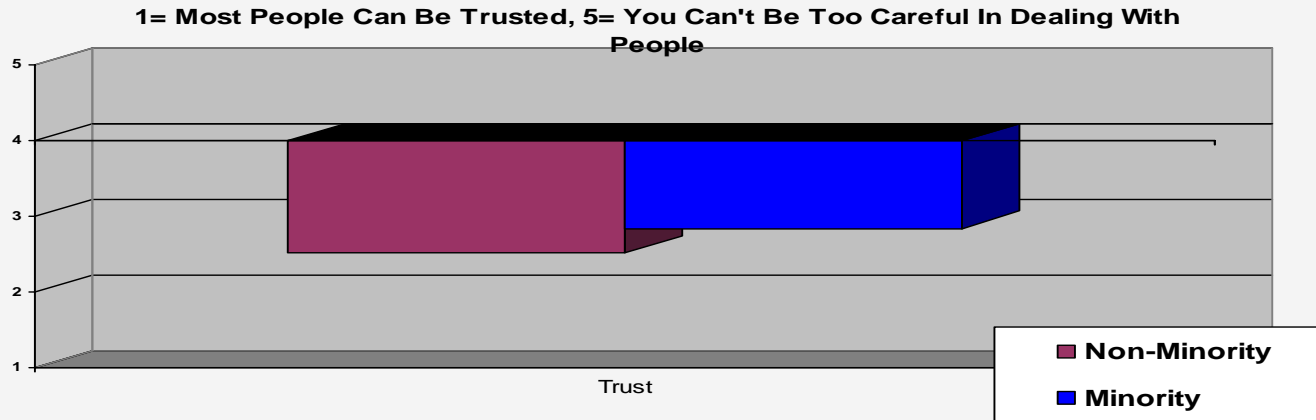
Question: "What would you rank the level of confidence you have in each of the following public agencies where you reside?"

**7-point scale: 1 = Little Confidence, 7 = Great Confidence**



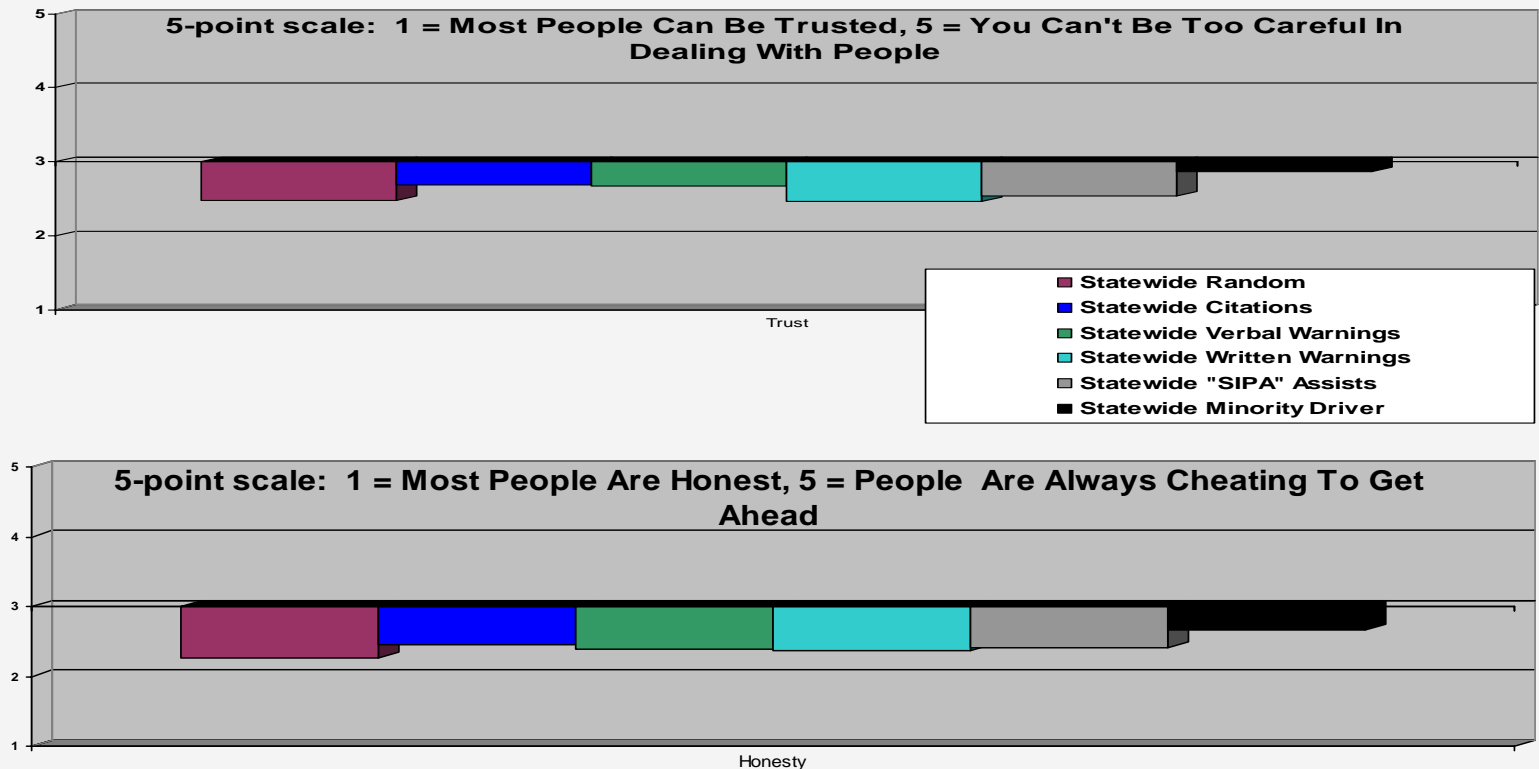
# General Outlook on Life: Trust & Honesty

Question: "In the area of general outlook on life, please place yourself on the following five-point scales by drawing a circle around the number that best represents your own beliefs."



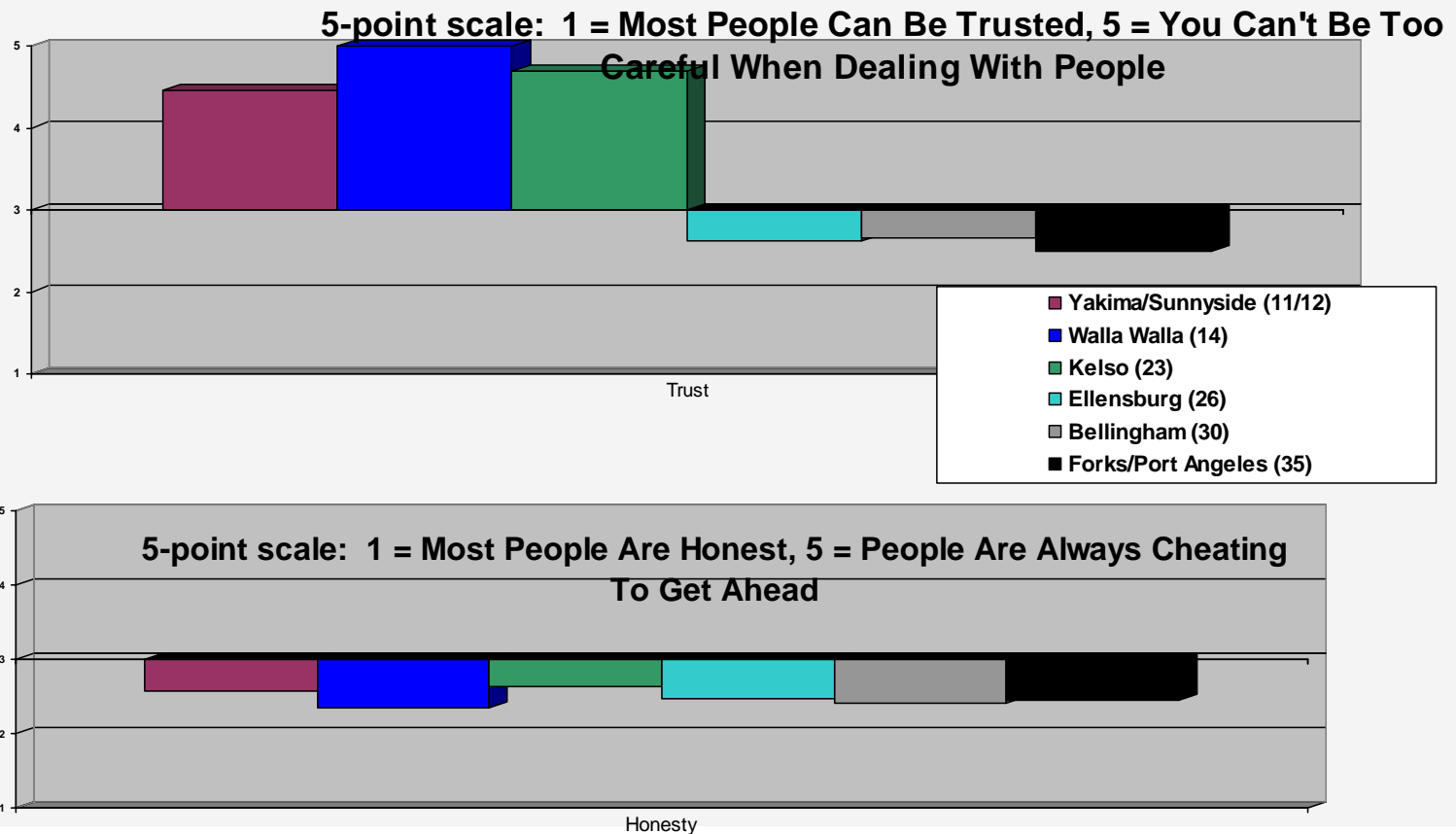
# General Outlook on Life: Trust & Honesty

Question: "In the area of general outlook on life, please place yourself on the following five-point scales by drawing a circle around the number that best represents your own beliefs."



# General Outlook on Life: Trust & Honesty

■ Question: “In the area of general outlook on life, please place yourself on the following five-point scales by drawing a circle around the number that best represents your own beliefs



# Focus Group Participation: Minority v. Non-Minority

■ Question: “Would you be interest in taking part in a “focus group” (small group discussion) hosted by the Washington State Patrol detachment in your area if one is held in the next six months? If so, with your permission we can provide your name and address to the Patrol on a separate list of persons who might be interest in being invited to focus group meetings.”

	Non-Minority	Minority
Very Interested in Being Invited	286	91
Somewhat Interested in Being Invited	498	133
Not Interested in Being Invited	1348	316

# Focus Group Participation: Sample Frame

Question: “Would you be interest in taking part in a “focus group” (small group discussion) hosted by the Washington State Patrol detachment in your area if one is held in the next six months? If so, with your permission we can provide your name and address to the Patrol on a separate list of persons who might be interest in being invited to focus group meetings.”

	Statewide Random	Statewide Citations	Statewide Verbal Warning	Statewide Written Warnings	Statewide “SIPA” Assists	Statewide Minority
Very Interested in Being Invited	120	26	20	47	52	51
Somewhat Interested in Being Invited	221	58	34	62	49	83
Not Interested in Being Invited	620	135	94	175	126	224

# Focus Group Participation: APA-Specific

- Question: “Would you be interest in taking part in a “focus group” (small group discussion) hosted by the Washington State Patrol detachment in your area if one is held in the next six months? If so, with your permission we can provide your name and address to the Patrol on a separate list of persons who might be interest in being invited to focus group meetings.”

	Yakima/Sunny side (1112)	Walla Walla (14)	Kelso (23)	Ellensburg (26)	Bellingham (30)	Forks/Port Angeles (35)
Very Interested in Being Invited	7	15	10	11	13	10
Somewhat Interested in Being Invited	21	20	24	24	21	17
Not Interested in Being Invited	43	63	42	56	50	54





# Section Six

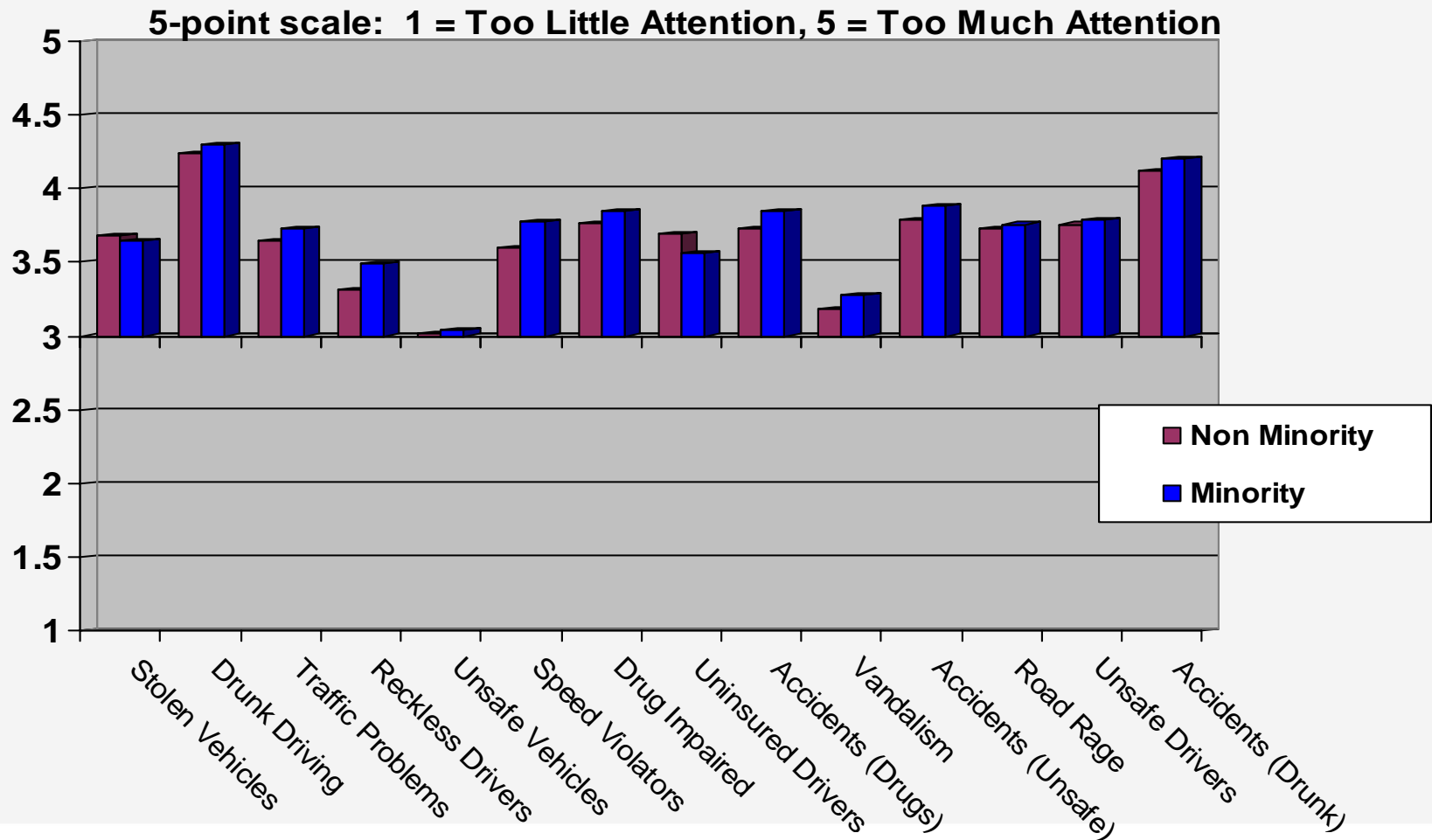
## Conclusion

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# Citizen Comment Themes

- Cell Phones and Inattentive Driving
- Civility of Other Drivers Declining
- Racial Profiling
- “Illegitimate” Reasons For Stopping Occurring
- Drunk Drivers Remain a Problem
- Commercial Operators Remain a Problem

# Citizen Perceptions: WSP Focus on Priority Problems



# Conclusions

- Trends Still Very Good
- Overall Ratings Quite High
- Minorities May Rate Agency Lower Than Non-Minority Drivers
- Some Pluralistic Ignorance in Evidence on Racial Profiling
- Perception/Experience Dichotomy Exists
- Opportunities Present for Achieving Improved Perceptions
- Estimated Value of Vehicle Analysis

# Contact Information

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